

POSITION DESCRIPTION

Logistics Assistant

Reports to:	Logistics Team Leader
Division:	Property Services
Tenure:	Permanent
Location:	Hillcrest, Hamilton
Date:	January 2026

Vision

Ko te tangata

A research-intensive university providing a globally connected, innovative and inclusive student experience in an environment characterised by a commitment to diversity, respect for Indigenous knowledge, and high levels of community engagement.

Values

Ko te mana o Te Whare Wānanga o Waikato ka herea ki tō tātou:

- Tū ngātahi me te Māori
- Mahi pono
- Whakanui i ngā huarahi hou
- Whakarewa i te hiringa i te mahara

The University of Waikato places a high value on:

- Partnership with Māori
- Acting with integrity
- Celebrating diversity
- Promoting creativity

1. GENERAL

The Property Services Division (PS) is responsible for providing management and advice for all aspects of property across the University's campuses including leased properties, physical asset management, operations and maintenance including:

- Capital works-assessment, design, procurement and delivery.
- Property acquisition, leasing, space planning, project management.
- Sustainability/environmental management.

- Asset management.
- Building operations and maintenance including code compliance.
- Services, including cleaning, security, logistics ,parking and emergency services.
- Grounds development and maintenance.

2. POSITION PURPOSE

To provide an efficient and courteous logistical service across all areas of the Hillcrest Campus. Examples including but not exclusively: Movement of Furniture / mail /small parcels/ store items.

3. FUNCTIONAL RELATIONSHIPS

Internal: Logistics Team Leader
Logistics Team members
Support Services team
Departmental Staff
PS Team Members

External: Public

4. KEY RESPONSIBILITIES

General Portering and Deliveries

- Collection and delivery of items, to and from various departments/locations across UoW Campus. Such items include but are not limited to furniture, mail, computer equipment, library books, goods ex stores, teaching equipment, recycling paper, cardboard and e-items.
- Driving of small truck whilst observing Campus regulations and safe driving practises.
- Moving, sorting and storage of a range of furniture safely working independently or with another team member.
- Assist with sorting and upkeeping the furniture store as required.
- Self-delegation and completion of identified tasks.
- Assist with the movement of stores items inward and outward bound.

Mailroom and Support Services

- Undertake inbound and outbound mail and courier processing and delivery as required.
- Support the distribution of milk and upkeep of coffee machines if required.

Operational and Administration

- Plan workloads, including time track and resolve processing problems in conjunction with the Logistics Team Leader.
- Follow through on service requests, accurately recording time spent on tasks.
- General tidying & upkeep of storeroom and mailroom.
- Undertake maintenance and security of property, tools, key and vehicles. is this line required
- Responsible for observing safe work practises, following University policies, procedures and complying with relevant work standards and statutory obligations.
- Monthly completion of vehicle safety check.
- Carry out of requested delegated tasks by Support Services, which enhances and supports the strategic plan of UoW across Campus.

Basic Carpentry

- Ability to dismantle furniture items as required.
- Creating requested door signage - editing and production of signage as per service request.

- Instillation / removal of bathroom dispensers.
- Instillation and removal of: Door signs/whiteboard / pinboards / bathroom dispensers.
- Assembling of flatpack furniture.

Team Contribution

- Work effectively as a member of the Property Services department to support other team members and provide support and/or coverage of functions.
- Work collaboratively to encourage transparency across activities, open sharing of knowledge, and the building of positive relationships to support a high-performance culture.
- Work with other team members on projects.
- Support a positive culture and morale.
- Comply with and undertake responsibilities set out in the University's Health and Safety Policy

Continuous Improvement

- Actively contribute to the ongoing development and improvement of the University systems and processes.

NOTE: Staff have an annual Objectives, Development and Reflection (ODR) meeting with their manager.

5. PERFORMANCE STANDARDS

The Logistics Assistant will be performing satisfactorily when:

- Items are delivered timely to the correct location in good condition to clients to their satisfaction.
- Vehicles containing items are kept secure when not occupied.
- Work vehicles used by the logistics team are kept clean and tidy at all times.
- Inbound and outbound mail and courier items processed correctly.
- Workload/workflow meets service levels.
- Consistently demonstrates co-operation and willingness to work collegially with other team members.
- Furniture delivered and setup according to client's requirements and satisfaction.
- Hardware is assembled & installed as per provided specification
- Contributions have been made to enhance student Campus experience in line with supporting the strategic plan of UoW
- Contributions have been made to uplift the presentation of Campus
- University property loss minimized through undertaking appropriate security precautions / processes.
- Maintain a safe/clean and healthy workplace.
- Works proactively to resolve workload or work task problems while keeping the Logistics Team Leader informed.
- Accurate records for track and tracing of deliveries; and for workload planning are made and kept.
- Safe and healthy work practices are followed
- Interactions in the course of performing duties are conducted professionally, respectfully and collaboratively.
- Valuable contribution and participation in relevant meetings and/or projects is provided.
- Advice provided complies with professional standards, University policies and procedures and supports the University's strategic objectives.
- Safe and healthy work practices are followed that comply with University policies and procedures, relevant work standards and statutory obligations.

PERSON SPECIFICATION

EDUCATIONAL QUALIFICATIONS

Essential

- Have completed 3 years secondary school ideally gaining NCEA or equivalent, or equivalent experience.

SKILLS, KNOWLEDGE and EXPERIENCE

Essential

- Full, current and clean drivers' licence with the ability to drive a small truck.
- Physicality to move large furniture safely.
- Basic carpentry skills to dismantle furniture as required.
- Basic computer skills to access work requests and emails
- Strong communication and customer services skills to ensure Property Services is well represented across Campus.
- Commitment to equal opportunity and to the University's partnership with Māori as intended by the Treaty of Waitangi. Demonstrated awareness of Māori and Pacific cultures.

PERSONAL QUALITIES

- Physically fit and able to lift heavy loads on a frequent daily basis.
- Ability to work as part of a team but also independently with a minimum of supervision.
- Ability and willingness to take and follow instructions.
- Time management skills.
- Confident and clear communication skills to match operational requirements
- A professional, courteous and pleasant manner.
- Ability to communicate confidently with a wide variety of people.
- High levels of professionalism when dealing with staff and students.
- Commitment to
- Ability to monitor multiple tasks, prioritise and maintain progress.
- Commitment to diversity principles and the University's partnership with Māori as intended by the Treaty of Waitangi.

January 2026