**Position Title**
Official Residence Housekeeper

**Reports To**
Administration Manager

**Group**
Multilateral and Legal Affairs Group

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**About the Ministry**

The Ministry of Foreign Affairs and Trade (the Ministry) acts in the world to make New Zealanders safer and more prosperous. We do this by building connections with and influencing other countries to advance New Zealand’s interests and project New Zealand values. We provide advice to the Government on the implications for New Zealand of what is happening in the world.

Our work contributes to New Zealanders’ wellbeing in the following ways:

- **Kaitiakitanga**: Generations of New Zealanders benefit from sustainable solutions to global and regional challenges;
- **Prosperity**: New Zealanders have better job opportunities and incomes from trade, investment and other international connections;
- **Security**: New Zealanders are able to live, do business, travel and communicate more safely at home and offshore;
- **Influence**: New Zealanders have confidence their country can influence others on issues that matter for them now and in the future.

Our values are:

**Impact**
- We achieve for New Zealand, every day, everywhere

**Kotahitanga**
- We draw strength from our diversity

**Courage**
- We do the right thing

**Manaakitanga**
- We honour and respect others

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**Diversity and Inclusion**

We aspire to be a workplace that values and utilises diverse and inclusive thinking, people and behaviours. This means that our staff reflect the diversity of New Zealand and the countries we work in, and that the contributions of staff with diverse backgrounds, experiences, skills and perspectives are valued and respected.
About the Post
The New Zealand Permanent Mission in New York represents the New Zealand Government to the highest standards of professional excellence in multilateral diplomacy and international development at the United Nations (UN). This is done through building and enhancing relationships with UN Member states and agencies of the United Nations to enable New Zealand achieve its multilateral priorities and fulfil its international obligations.

The Mission has approximately 16 full time staff working across policy and corporate roles. The Post receives many visitors per year, who often use the Official Residence to conduct meetings and host events. The Post is currently lead by Permanent Representative and Ambassador, Craig Hawke.

About the Position
The Official Residence Housekeeper is responsible for maintaining the New Zealand Official Residence with overall cleanliness and maintenance. This includes Laundry and Ironing. In addition, from time to time this position assists with official functions including event logistics for events held at this and other locations. Some duties may require the use of a ladder or heavy lifting so health and safety standards are important.

The successful candidate will be required to check and use emails and text messages each day to receive important information. During quiet periods at the Residence, assistance with small tidying jobs or events at the New Zealand Permanent Mission may take place. You will be required to visit the Mission from time to time to complete general administration duties and training such as annual performance reviews and training on new policies.

The role is located at the Official Residence from 9am-1pm, with one meeting per week in the Office with your Manager for 1 hour making your end time 2pm that day. Flexibility to work additional paid hours would be advantageous.

Key Accountabilities
The following are the key accountabilities for this role assist in delivering the Ministry’s purpose.

Housekeeping

- Clean all areas of the Official Residence to a high standard. Includes, vacuuming, dusting, cleaning floors, making beds and sweeping
- Cleaning (washing and ironing) of Linens, including representational items (napkins, tablecloths etc) and clothing/business shirts for the Ambassador and family.
- Maintaining a clean and hygienic kitchen. Daily tasks include wiping surfaces, clearing bins, emptying the dishwasher, oven and microwave.
- Cleaning of bathrooms, including maintaining toilet paper, air freshener and clean towels
- Keeping a schedule of annual cleaning tasks and completing them (interior window cleaning, dusting of light fittings, deep clean of cupboards, shelves and wardrobes).
- Ensuring items at the Residence are kept in an orderly manner
- Maintain and restocking of cleaning items at the residence
• Maintenance of Representational dinner set, glassware, and silverware and advising Administration Manager when items need replacing
• Reporting of general maintenance issues to the Administration Manager, including the building (paint, floors, electrical etc), inventory items, furniture etc
• Assist with the arranging and supervision of contractors/suppliers to attend to maintenance issues at the residence
• Provide building management and lobby with information regarding contractors or events as required

Other Duties

From time to time, when the schedule allows you will assist the administration team with some arrangements for functions, including receptions, dinners, lunches and meetings. This will include:

• Meeting and greeting visitors at the Official Residence in the spirit of New Zealand hospitality
• Receiving instructions from Administration Manager and team about events and visitors at the Official Residence and preparing accordingly
• Assisting with the setup and pack down of functions including setting of table, set up of tea and coffee facilities for meetings, clearing of plates, cleaning up after events, and moving décor/or furniture as required
• Assisting with the collection of catering from nearby vendors or receiving deliveries

Health and Safety

The Ministry is committed to providing a safe and healthy working environment for all staff, including contractors and other workers, both on and offshore. You are responsible for:

• Taking reasonable care of your own and other’s health and safety and being mindful of the effect of your actions (or lack of action) on the health and safety of others
• Complying with reasonable Ministry instructions to ensure the Ministry is able to comply with the Health and Safety at Work Act 2015
• Cooperating with health and safety policies and procedures
• Identifying and reporting hazards, injuries, illness and incidents (including near misses) that arise from your work or in the workplace
• Identifying and eliminating or mitigating health and safety risks so far as reasonably practicable and consulting with others in doing so
• Raising health and safety matters with your manager or health and safety representative (or contact as appropriate)
• Ensuring that all health and safety incidents, injuries, near misses are immediately reported through the HR Kiosk
• Ensuring that significant hazards and risks or critical incidents are drawn to the immediate attention of your Manager
Qualifications, Skills, knowledge & experience

You must have the following qualifications, skills and experience:

- Previous experience in a Housekeeping role or as a professional cleaner
- Good written and oral communication skills
- Attention to detail and thoroughness in following through tasks
- Demonstrated ability to build and maintain relationships and working in a team
- Well-developed planning and organisational skills, including ability to prioritise tasks effectively and work under pressure
- Strong customer focus, with the ability to communicate effectively with a diverse range of people
- Possess a strong achievement/delivery focus – sets high standards including accuracy and attention to detail
- Ability to work autonomously and within guidelines, demonstrating the use of sound judgement
- Ability to anticipate issues and problems and think of creative solutions
- Displays personal integrity and an honest and ethical approach

Relationships

The position is required to build and maintain the following relationships:

Internal (within Post)
- Permanent Representative and spouse/family
- Deputy Permanent Representative
- Administration Manager
- Executive Assistant

External (outside Post)
- Building Manager and Concierge
- Contractors and suppliers

Mandatory Role Requirements

- You must be legally authorized to work in the United States and have a clean criminal record