

Position Title - Ingoa Tūranga

Position Title: Official Residence Assistant

Reports to - Menetia

SEP Administration Manager

The Post represents the New Zealand Government to the highest standards of professional excellence in diplomacy, trade negotiations, international development and consular services. This is done by building connections with the host Country India (and accredited countries) that enables the New Zealand Government to achieve more than they could alone.

The New Zealand High Commission in New Delhi represents the New Zealand Government with the highest standards of professionalism in diplomacy, trade, development cooperation, and consular services. The Post works to build and maintain strong relationships with the host country to help New Zealand achieve its international objectives.

Diversity and Inclusion - Kanorau, Kauawhi

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.

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.

About the Position - Mō te Tūranga

The Official Residence Assistant is responsible for high-quality housekeeping and bearer services at the Official Residence. The role supports the smooth running of representational functions and official events, including guest hospitality and service delivery at the Residence or off-site venues.

Key Accountabilities - Kawenga Matua

The following key accountabilities of this role assist in delivering the Ministry's purpose:

Housekeeping duties:

- Clean and maintain all representational areas to a high standard, including vacuuming, dusting, polishing (silverware, glassware), and sweeping floors.
- Wash and iron representational linens (e.g. tablecloths, napkins, guest bedding); manage care of delicate or formal fabrics and arrange dry cleaning when necessary.
- Maintain a clean and hygienic pantry, including daily disposal of rubbish, floor cleaning, and wiping of all surfaces (refrigerators, ovens, microwaves, etc.).
- Clean guest bathrooms, replenishing towels, toiletries, and air freshener.
- Clean internal and external windows and maintain indoor plants in representational areas.
- Change drinking water bottles daily and ensure bottles are thoroughly cleaned before refilling.
- Perform seasonal deep cleaning (e.g. behind furniture, ceiling fans, curtains, light fixtures).
- Maintain cupboards, dinnerware, and pantry storage areas through rotational deep cleaning.
- Vacuum all floors at least every three days, including under and behind furniture.

- Clean and polish copper, brass, and silver items as required; ensure they remain untarnished.
- Monitor and report signs of pest issues; liaise with relevant staff for pest control.
- Maintain an inventory of cleaning supplies and household consumables; notify relevant officers when restocking is required.
- Report general maintenance or replacement needs (e.g. linens, appliances, furniture) to the Administration Manager or appropriate officer.

Bearer/waiter duties:

- Provide professional waiting and hospitality services for official functions (at the Residence or offsite) , including welcoming guests, serving food and beverages, and ensuring smooth event delivery.
- Set tables according to formal and informal dining protocol.
- Supervise caterers and temporary waiting staff during events at the Residence.
- Maintain accurate and up-to-date stock records of wine, liquor, and beverages.
- Ensure cleanliness and correct storage of glassware, cutlery, and service utensils.
- Support the hospitality needs of visiting dignitaries or delegations, including refreshment and room setup.
- Coordinate with the Facilities Manager to arrange suitable times for contractors/suppliers to access the Residence.
- Supervise contractors and suppliers on site, ensuring work is completed to instruction and deliveries are verified.
- Answer the Residence telephone and take messages as needed.

Organisational Responsibilities

- Comply with all Post policies and procedures, including code of conduct.
- Adhere to health and safety guidelines and contribute to a safe working environment.
- Support Post-wide initiatives, including emergency and crisis response activities.
- Be available to work flexibly during early mornings, evenings, or weekends when events or official functions require.

Security

- Comply with Post Security Instructions at all times and maintain vigilance in safeguarding Post property, information, and staff.

Skills, Knowledge and Experience - Tohu Mātauranga, Pūkenga, Mātauranga, Wheako

The Official Residence Assistant will have the following experience, skills and knowledge:

- Minimum three years' experience in housekeeping and/or bearer roles.
- Good verbal and written communication skills in English and the local language.
- Strong attention to detail and commitment to task completion.
- Proven ability to build effective working relationships and collaborate within a team.
- Well-developed organisational and time management skills.
- A strong customer service ethic and ability to work with people from diverse backgrounds.
- A high standard of personal presentation and commitment to delivering quality results.
- Ability to work independently and exercise sound judgment.
- Willingness to adapt and embrace continuous improvement.
- Problem-solving skills and the ability to anticipate and respond to issues.
- High standards of personal integrity and ethical behaviour.

- A current, clean driver's licence and the ability to safely operate Post vehicles in local conditions (as required).

Relationships - Pātahitanga

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

- Head of Mission
- Counsellor (Management) & Consul
- All other seconded staff
- Local vendors, contractors and suppliers (e.g. stationery suppliers)
- NZ Inc team (New Delhi)
- All other Post staff – Executive Assistant, Drivers, Chef and others.

Delegations - Whakatautapatanga

- No financial or HR delegations sit with this role.
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