

POSITION DESCRIPTION

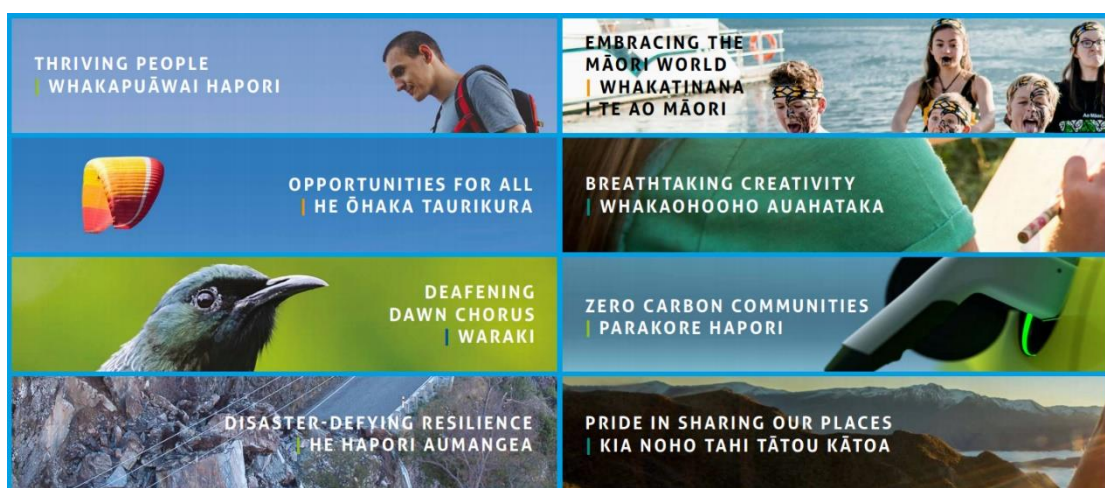
Position:	Town Custodian
Division:	Community Services
Location:	Queenstown
Reports to:	Town Custodian Supervisor, Queenstown
Date:	February 2023

BACKGROUND

Queenstown Lakes District Council (QLDC) is a territorial authority in Te Waipounamu South Island of Aotearoa New Zealand, with a current resident population of approximately 48,300 which is projected to increase to 61,350 by 2031¹. The Queenstown Lakes District is also a premier tourist destination making a significant contribution to the national economy. In recent years, the district has experienced significant and sustained growth in both resident population, and in international and domestic visitor numbers. Our demand projections forecast this growth to continue². The overall growth pressures the district is experiencing has led to the 2021 -2031 Ten Year Plan setting out an ambitious programme of work, with over \$1.6 billion of capital investment to be made over the decade³.

QLDC has a central role to play in maintaining and enhancing the quality and liveability of the outstanding environment of the district. It also has a central role in development and regulation and provides high quality services and infrastructure to residents and visitors; managing the district's parks, trails, libraries and recreational facilities; enabling sustainable development through consenting services; and regulating local activities. QLDC's role in leading the recovery effort for the district in response to COVID-19, also means that the diversification of the district's economy is an increasingly important priority for our Council.

The community outcomes set out in the 2021 – 2031 Ten Year Plan are directly extracted from [Vision Beyond 2050](#), which is our community vision statement:



¹ [QLDC demand projections, March 2022](#)

² [QLDC demand projections, March 2022](#)

³ [QLDC Ten Year Plan 2021 - 2031](#)

VISION, MISSION AND VALUES

We're proud to be QLDC, and in response to the growth the district has experienced over recent years the QLDC organisation has itself experienced substantial growth. With an employed workforce of approximately 550 in July 2022, and a range of partner organisations delivering services on behalf of Council, QLDC is also a significant employer in the district. The range and types of work carried out at QLDC are extensive, and complex; becoming increasingly so as the district continues to grow.

Our culture is an important part of who we are. The vision, mission and values set out below are the foundation for our organisational culture; how and why we go about things:



PURPOSE

The Town Custodian will be required to determine the different duties and responsibilities depending on work environment and specialisation on the day in the CBD assets in Queenstown, Arrowtown and surrounds.

This role has responsibilities within the custodian team using a wide variety of street cleaning skills. Using both manual and technical machinery and having knowledge of mechanical machinery to deliver the daily work programme.

Delivering all aspects of CBD cleaning and maintenance. The role will achieve high levels of presentation in an efficient, timely and effective manner.

KEY TASKS

Operational Duties

- Ensure CBD areas, including the Queenstown Gardens are presented and maintained to a high standard using industry best practice.
- To supervise and manage the use of town centre facilities through preventative actions that provides a safe environment for all users.
- Undertakes cleaning, street sweeping, litter removal, sticker removal and can include a variety of tasks day to day. Using appropriate methods and routines to achieve a high standard of presentation at all times
- Operation of high value specialist street sweeping machinery
- Identifies issues, defects in the town centre and reports via Request Management
- Take proactive, preventative steps to clean and present the town centres and ensuring that a safe and enjoyable environment for users is maintained
- Build and maintains good relationships with retailers and property managers, ensuring Queenstown's best image is always presented
- Provides an open and welcoming manner to visitors, provide a knowledgeable response to questions.
- Weeding and spraying of hard stand and paved areas
- Use a wide range of small machinery and equipment and ensure regular maintenance
- Ensure all custodian activities and equipment are managed and used correctly
- To participate in and contribute towards regular training and practice of essential and operational team skills
- To utilize and follow all operational procedures accurately to ensure efficient and consistent daily operational tasks achievement
- Carry out regular scheduled operational plant or equipment maintenance as delegated

Personal Development

- Attend all in-house and external staff workshops/training and meetings as directed
- Complete all agreed-on development opportunities in a timely manner

Health and Safety

- Comply with and support QLDC health and safety policies and procedures and actively participate in health and safety activities as appropriate.
- Take responsibility for personal actions while at work, making sure all practicable steps are taken to ensure personal health and safety, and the safety of others.
- Report any hazards, accidents or injuries including near-misses, muscle pain and discomfort and report into MySafety.

Teamwork

- Work as a contributing part of the Field Team while subscribing to the team spirit and culture. Be a positive force.

- Maintain a close liaison and a co-operative approach to all members of staff at all times. Be honest and provide direct feedback where required.
- Attend regular staff / team meetings and training sessions as instructed that may be organised outside of regular hours.
- Highly motivated, achievement-oriented and willing to learn and support the gardening team.
- Self-motivated and able to show initiative with all tasks
Responsible, self-starter able to work unsupervised and show initiative

Customer Service

- Deliver high quality customer service at all times and encourage others to do likewise.
- Ensure dealings with the public are carried out in such a way as to promote a friendly, customer-oriented image of QLDC.
- Cultivate a professional and positive image for QLDC.
- Promptly actions and reports Requests for Service

Corporate Responsibilities

- Build commitment to QLDC's vision, values and services.
- Willingly undertake any duty required within the context of the position.
- Comply with all legislative requirements.
- Adhere to QLDC's Code of Conduct.
- Maintain a high level of personal presentation by wearing complete uniform provided and maintaining it in good condition.
- Availability required to respond to Civil Defence Emergencies and other events such as snow and storm response. Occasionally this work will be required after hours, on weekends and during holiday periods.

KEY RELATIONSHIPS

Internal:

- Town Custodian Supervisor
- Service Delivery Team Leader
- Manager Parks Service Delivery
- Field Team Supervisors
- Field Team Members
- Parks Staff

External:

- Ratepayers
- Visitors
- Retailers
- Contractors

ACCOUNTABILITIES AND DELEGATIONS

No financial delegations.

No staff management.

PERSON SPECIFICATION

Education

- Minimum of level 2 New Zealand Certificate in a relevant field.
- Class 1 NZ Drivers licence essential and Class 2 desirable. Ability to drive a manual vehicle essential.
- A current first aid certificate.
- W Endorsement Licence
- Growsafe certification
- Reading, writing and numeracy skills to accurately complete required documentation.

Experience

- 2 years hands on experience working autonomously with trade related experience.
- Experience in a public facing service role.
- Experience operating Specialist machinery, including high value Street Sweepers, electric and specialised street sweeping equipment.
- Proven mechanical maintenance knowledge.
- Experience with use and maintenance of tractors and utility vehicles and trailers.
- Excellent interpersonal skills. Relates well to all kinds of people. Conveys a professional and positive image, with a courteous and efficient manner.
- Ability to handle difficult situations and make sound decisions when these arise.
- Demonstrated ability to work within a team environment
- Excellent work ethic and proven eye for detail.
- Able to work unsupervised and independently, using initiative and knowledge to ensure programmed work and tasks are completed to a high standard.
- Ability to work in all weather and climatic extremes. A good level of health and physical fitness as the role requires physical work.
- Ability to follow procedures and work programmes.

COMPETENCIES

Core competencies for all employees of QLDC:

Customer focus	Is dedicated to meeting the expectations and requirements of internal and external customers; Gets first hand customer information and uses it for improvements in products and services; Acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect.
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Action Oriented	Enjoys working hard; is action oriented and full of energy for the things he/she sees as challenging; not fearful of acting with a minimum of planning; seizes more opportunities than others.
Drive for results	Can be counted on to exceed goals successfully; is constantly and consistently one of the top performers; very bottom line oriented; steadfastly pushes self and others for results.
Integrity & Trust	Is widely trusted; is seen as a direct, truthful individual; can present the unvarnished truth in an appropriate and helpful manner; keeps confidences; admits mistakes; doesn't misrepresent him/herself for personal gain.
Relationship Management & Teamworking	Relates well to all kinds of people, up, down, sideways, inside and outside of the organisation; Builds appropriate rapport quickly; Builds constructive and effective relationships; Uses diplomacy and tact; Can defuse high tension situations comfortably.
Health & Safety	<ul style="list-style-type: none"> Ensures compliance to all legal/statutory and company requirements for Health and Safety Adheres to all QLDC's Health & Safety policies and procedures Is actively involved in QLDC's health and safety systems Wears relevant personal protective clothing and equipment as and when required* Use only for roles where PPE may be required Reports any pain, discomfort or other health & safety concerns as soon as possible Ensures all accidents, incidents and hazards are reported using QLDC's Health & Safety reporting procedures Health and Safety decisions and immediate decision making required to cordon, make secure with other parties, organise repair, liaise with security or emergency responders or call additional services. Potentially first responder to damage or observation

Competencies specific to the role:

Problem Solving	<i>Uses rigorous logic and methods to solve difficult problems; probes all fruitful sources for answers; can see hidden problems; is excellent at honest analysis; looks beyond the obvious and doesn't stop at the first answers.</i>
Timely Decision Making	<i>Makes decisions in a timely manner, sometimes with incomplete information under tight deadlines and pressure; able to make a quick decision</i>
Decision quality	<i>Makes good decisions based upon a mixture of analysis, wisdom, experience and judgement; most solutions and suggestions turn out to be correct and accurate when judged over time; sought out by others for advice and solutions.</i>