



Office of the Public Service Commissioner
GOVERNMENT OF THE COOK ISLANDS

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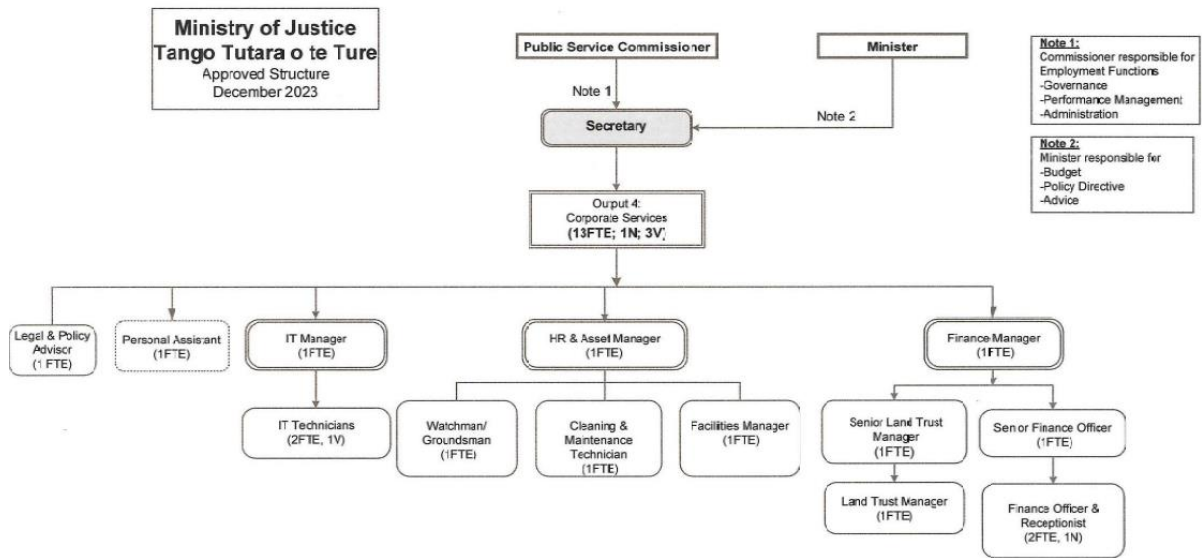
POSITION SUMMARY

Job Title:	Cleaning and Maintenance Technician
Division:	Corporate Services
Responsible To:	HR & Asset Manager
Responsible For:	No employees
Job Purpose:	<p>This is a vital role requiring technical skills and knowledge in professional office cleaning, maintenance, and risk management of the office, and facilities in Rarotonga according to best practices, and Ministry and Public Service Values.</p> <p>The position must work at a high level of competency in order to support Ministry operations, and ensure workplace health and safety for staff and public.</p>
Job Classification:	Function: Technical Admin/Admin Support Jobwise Code: S4 Job Band: D Job evaluated: February 2024
Date written:	December 2023

AGENCY VISION

“For a **safe, secure, just and fair** society with a **trusted land** management and information, and information and register systems.

ORGANISATIONAL STAFFING STRUCTURE



 Mr. Carl Hurter Date 8 December
 Public Service Commissioner 2023

KEY RESULT AREAS (KRA'S)/OUTPUTS

KRAs for this position <i>(Maximum of 6)</i>	Key Performance Indicators <i>(Use SMART principles)</i>
<p>KRA 1: Daily Cleaning and Maintenance</p> <ul style="list-style-type: none"> • Main Office (including Reception Area, Secretary's office and bathroom); • Judges' Chamber and bathroom; • Stenographers' rooms and bathroom; • Court Rooms 1 & 2; • Conference room; • Public Foyer; • Staff kitchen area; • Staff Bathroom; • Public Accessible Toilet; • Elevator and Elevator rooms; • Ground floor car parking area; • Cage, and Holding Cells • Assists the Facilities Manager and HR & Asset Manager to develop a schedule to ensure the Ministry Building, equipment, motor vehicles and grounds are cleaned, serviced and maintained regularly. 	<p>Main Office, Foyer and other work offices:</p> <ul style="list-style-type: none"> • Floor surfaces are cleaned and maintained at all times; • Foyer Chairs are wiped clean and disinfected; • All wooden furniture are dusted and polished <p>Kitchen and other work areas:</p> <ul style="list-style-type: none"> • Table tops, sink counter, sink and appliances (may include-fridge, stove, microwave, water cooler, kettle and dish rack) are cleaned and disinfected regularly; • Kitchen floor surfaces (includes balcony) are cleaned and maintained at all times; • Kitchen rubbish bins are emptied (includes sorting rubbish, and putting them in the correct recycle bin downstairs. <p>All Office Bathrooms and Toilets: On a daily basis, and using suitable cleaning and sanitising products;</p> <ul style="list-style-type: none"> • Wipe doors and door handles; • Toilet area (includes toilet bowls and cubicle walls) are cleaned and maintained; • Shower area (may include cubicle walls and taps are cleaned and maintained; • Hand basins (include taps, mirrors, dispensers and counters) are cleaned and dried; • Toilet Paper, Hand towel and Hand Sanitiser dispensers are checked and refilled as needed; • Floors are cleaned and maintained (may include sweeping, vacuuming and mopping). <p>Reception Area:</p> <ul style="list-style-type: none"> • Plastic panels are spray and wiped; • Reception counters are wiped and polished; • Computer screens and electronics (include key board, eftpos machines) are wiped with suitable electronic wipes. <p>Elevator, and Elevator Rooms:</p> <ul style="list-style-type: none"> • The elevator area (includes walls, button panel, rails, glass) are polished; • Elevator rooms areas (may include windows, walls) are cleaned; • Floors are cleaned and maintained at all times; <p>Garage Parking Space:</p> <ul style="list-style-type: none"> • Clean and maintained as required. <p>Cage and Holding Cells:</p> <ul style="list-style-type: none"> • The Cage and Holding Cells are cleaned, secure and clear of any clutter or hazards;

<p>KRA 2: Weekly Cleaning and Maintenance</p> <ul style="list-style-type: none"> • Clean and maintain office floors (including balcony floors); • Handles to entrance doors are cleaned, maintained and checked to ensure properly working; • Stairways and hand rails are cleaned and maintained; • Foyer glass panelling's are cleaned and maintained; • Front Veranda and steps are cleaned and maintained; • The hand rails down the steps are cleaned, and checked for any • Empty rubbish bins; • Assist the Facilities Manager and Watchman/Groundsman to ensure Ministry rubbish bins are in place on rubbish collection day. • Water Cooler Units located in the main office areas and conference. 	<ul style="list-style-type: none"> • A schedule is developed and implemented. <p>As well as the daily clean;</p> <p>At the end of each week, using approved cleaning solutions, the:</p> <ul style="list-style-type: none"> • Floor surfaces are cleaned and maintained (including sweeping, vacuuming and mopped); • Door handles are clean, operating freely and securely; • The stairways and hand rails are cleaned and inspected for maintenance requirements (may include loose/missing tiles, loose handrails, holes, spills); • The inside and outside of the foyer glass panel is cleaned; • The veranda area is clean and clear of any hazards • Office rubbish bins are emptied and lined weekly or as required; • The Ministry bins are emptied on rubbish collection day; • Water Cooler Units are clean and operating to standard.
<p>KRA 3: Monthly Cleaning and Maintenance</p> <ul style="list-style-type: none"> • Clean and maintain all office windows and frames, and levers; • Manage the cleaning of exterior spaces of the Ministry building; • Cleaning equipment are kept clean and inspected for possible replacement requirements; • Assist the Facilities Manager by conducting building inspections for potential hazards and/or repairs and maintenance requirements; • Assist Facilities Manager and Watchman/Groundsman to ensure all Ministry entrances are kept clean, secure and unobstructed. 	<p>As well as the daily and weekly cleaning and maintenance:</p> <ul style="list-style-type: none"> • Windows are spotless, frames are free of dust and clean, louvres are secure and levers are working freely; • Cleaning work on the exterior of the building (may include windows, garage, building walls, balconies) are conducted safely and within safety work standards; • Building inspections conducted are recorded, and reported to the Facilities Manager and HR & Asset Manager for action • At all times, all entrances to the MoJ ground and office are kept clean, secure and clear from any obstruction.
<p>KRA 3: Workplace Health and Safety</p> <ul style="list-style-type: none"> • Identify, record, report and resolve any existing or potential accident and work place hazards; • Identify and report any unsafe acts or processes that seem dangerous or unhealthy; • Ensure workplace accidents are investigated, recorded and reported; • Ensure safe cleaning practices to prevent slips, trips, falls and health risks; • Contribute to discussions and planning on Office Health and Safety Policy and Procedures, Systems and Practices; 	<ul style="list-style-type: none"> • Potential hazards and risks are identified, reported to the Facilities Manager and HR & Asset Manager, positive safety action is taken, and the incidence is recorded and filed; • Identified health, safety and hazardous acts or processes are reported to the Facilities Manager and HR & Asset Manager and addressed as soon as practical. The incidence is documented and filed; • Accidents are reported to the HR & Asset Manager within agreed parameters, documented and filed;

<ul style="list-style-type: none"> • Takes the lead as the Medical Officer in responding to health, hazardous and risk incidences, and coordinating Ministry First Aid practitioners and training; • Ensure cleaning products, materials and supplies are stored away safely, and securely; • Ensure work space is clean, and clear of any potential health and hazard risks. 	<ul style="list-style-type: none"> • Safe cleaning practices are demonstrated at all times (may include Wet Floor signs placed in wet floor areas, cleaning equipment are cleaned and only used for designated areas); • Coordinates and facilitates all medical and first aid responses and training requirements; • Office cleaning products instructions are followed and handled with care; • Feedback is given on policy, procedures and practices when asked or when relevant; • Workspace is clear of any potential hazard;
<p>KRA 4: Maintenance and Repair</p> <ul style="list-style-type: none"> • Assists the Facilities Manager to: <ul style="list-style-type: none"> ○ coordinate motor vehicle cleaning and grooming, servicing, warrant of fitness and registrations; ○ coordinate the cleaning, service and maintenance of office equipment (including air con units, lights, glass and fixtures); ○ trouble shoot and determine the possible elevator issue or fault; ○ coordinate with CIIC and service providers the maintenance and service of the elevator; ○ monitor and maintain copies of building and office keys 	<ul style="list-style-type: none"> • Ministry motor vehicles are clean, presentable, safe to use, warranted and registered; • Ministry equipment are clean, serviced and in safe working order; • Identified issues and faults with the elevator are reported to the Facilities Manager, HR & Asset manager and other relevant managers, approved solutions are actioned, and the issue/fault is documented and filed; • The register of building and office keys are maintained, secure and access by authorised personelle
<p>KRA 5: Office Security and Disaster Risk Management</p> <ul style="list-style-type: none"> • Ensure understanding of the building security procedures and Disaster Risk Plan; • Ensure compliance with building security and Disaster Risk management procedures; • Ensure building, motor vehicle and office security risks, are recorded and reported; • Ensures security of office documents and files; • Contribute to discussions and planning on Office security Policy and Procedures, Systems and Practices; • Contribute to supporting and encouraging a work place of security awareness, reducing risks, and preventing hazards. 	<ul style="list-style-type: none"> • Office security and disaster risk management training is regularly completed and applied; • Identified building security risks are recorded and reported to the Facilities Manager and HR & Asset Manager, and other relevant senior manager (if applicable) IT Manager, and/or Facilities Manager; • Remains alert and reports any suspicious actions that put files and documents at risk; • Feedback is given on policy, procedures and practices when asked or when relevant.
<p>KRA 6: Stock Cleaning Products and Reporting Problems</p> <ul style="list-style-type: none"> • Notify the Facilities Manager and HR & Asset Manager of any identified repairs required; • Monitor the stock of cleaning products; • Notify the Facilities Manager and HR & Asset Manager of any stock and supplies that need replenishing; 	<ul style="list-style-type: none"> • Required repairs are reported to the Facilities Manager and HR & Asset Manager as soon as practicable; • The Facilities Manager and HR & Asset Manager are notified of the cleaning products stock; • Cleaning Products are always well stocked;

<ul style="list-style-type: none"> Ensures cleaning equipment are properly maintained, repaired, and/or replaced when required. 	<ul style="list-style-type: none"> Cleaning equipment are in good working condition and performs in accordance with its specifications.
<p>KRA 7. Systems Development</p> <ul style="list-style-type: none"> Assist in the development, implementation, and improvement of IT systems that improve efficiency, effectiveness, reporting, management, and accessibility to Ministry services (e.g. case management system) related to the High Courts division Undertake any project or task assigned that is reasonably expected to support the Ministry. 	<ul style="list-style-type: none"> IT solutions are identified, and implemented where approved by the Secretary and where resources are available. Projects and tasks are completed within agreed parameters.

WORK COMPLEXITY

<i>Indicate most challenging problem solving duties typically undertaken (3-4 examples):</i>	
1	Inability to access rooms
2	Not having the necessary cleaning products or resources
3	Unaddressed reported hazard, health and security risks

AUTHORITY

Authority levels expressed in terms of routine expenditure, granting loans, and recruiting and dismissing staff. *(Explain the authority if any)*

Financial	This position does not have budget authority.
Staff	This position does not have responsibility for recruiting, performance management or dismissing staff.
Contractual	This position does not have the authority to draw up contracts with external/internal contacts.

FUNCTIONAL RELATIONSHIPS

The requirement for human relations skills in dealing with other personnel and external contacts. *(List the external and internal types of functional relationships)*

Internal	Nature of Contact	External	Nature of Contact
HR & Asset Manager	Heavy: schedule weekly work programme, informal performance and conduct discussions, reporting defects, and required repairs, reporting grievances.	Suppliers	Medium: Shop around for the required products and competitive price
Facilities Manager	Medium: support and collaborative working when needed.		
Management Team and rest of MoJ employees	Light: incidental and courtesy, when required to convey information.		

QUALIFICATIONS

Level of education required to perform the functions of the position. This combines formal and informal levels of training and education.

Essential: (least qualification to be competent)	Desirable: (other qualifications for job)
<ul style="list-style-type: none"> National Certificate Level 5 	<ul style="list-style-type: none"> National Certificate Level 6

EXPERIENCE

The length of practical experience and nature of specialist, operational, business support or managerial familiarity required. This experience is in addition to formal education.

Essential: (least number of years to be competent)	Desirable: (target number of years you are looking for)
Minimum of 4 years working as a Commercial Cleaner in a similar size office building as the Ministry of Justice.	Minimum of 5 years providing Commercial Cleaning and Hygiene services

KEY SKILLS / ATTRIBUTES / JOB SPECIFIC COMPETENCIES

Level of ability required for the job	
Expert	Applies specialist cleaning to prevent contamination and spread of infection in the work place; Contributes to discussions on best cleaning practices.
Advanced	Ability to work independently; Always monitors and manages time efficiently; Understands contamination prevention and applies safe cleaning practices; Understands health and safety legislative requirements
Working	A reasonable level of fitness; Punctual, reliable and trustworthy; Able to manage time; Ability to work alone and in a team; Awareness of health and safety procedures; Reading skills for following instructions; Writing skills to provide written information; Ability to communicate confidently and relay information clearly; Basic maths skills for calculating and measuring.
Awareness	Limited understanding of skill and knowledge area. Sufficient in order to perform basic tasks.

CHANGE TO JOB DESCRIPTION

Changes to the Job description may be made from time to time in response to the changing nature of the Agency work environment - including technological or statutory changes.

Approved:

HoM/Manager

Date

Employee

Date