



**Tango Tutara O Te Ture  
(Ministry of Justice)  
GOVERNMENT OF THE COOK ISLANDS  
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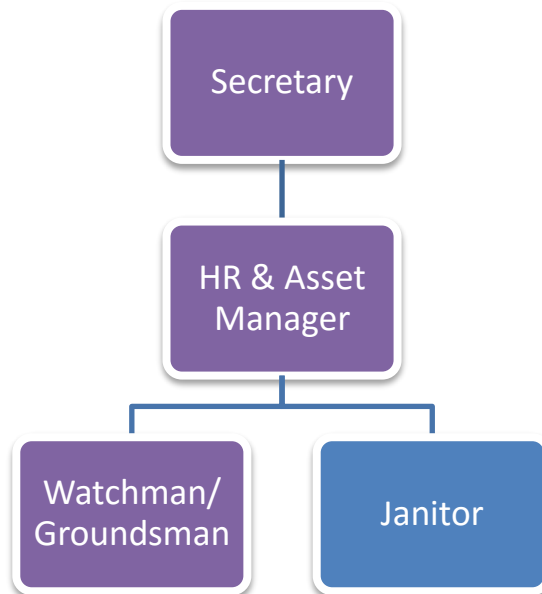
**POSITION SUMMARY**

|                            |   |
|----------------------------|---|
| <b>Job Title:</b>          | Janitor   |
| <b>Division:</b>           | Corporate Services  |
| <b>Responsible To:</b>     | HR & Asset Manager  |
| <b>Responsible For:</b>    | None  |
| <b>Job Purpose:</b>        | <p>The role of the Janitor is to deliver and coordinate cleaning, repair and maintenance of Ministry buildings and facilities and ensure workplace health and safety to support the Ministry of Justice operations. This is a vital support role requiring skill and knowledge in cleaning, repair and maintenance, construction, and asset, contract, and risk management.</p> <p>The position must work at a high level of competence in ensuring the continued maintenance and improvement of Ministry offices and facilities and accessibility to staff and the public to support the Ministry in the provision of court, land, and registry services in an environment moving towards greater use of available technology.</p> |
| <b>Job Classification:</b> | Function: Operational, and Service delivery and Business support<br>Job band: B<br>Jobwise Code: O2 Manual Labour II  |
| <b>Date updated:</b>       | April 2019  |

**AGENCY VISION**

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

**ORGANISATIONAL STAFFING STRUCTURE**



**KEY RESULT AREAS (KRA'S)/OUTPUTS**

| KRAs for this position (maximum of 6)   | Key Performance Indicators (use SMART principles)  |
|---|--|
| <p><b>1. Cleaning and Safety</b></p> <ul style="list-style-type: none"> <li>• Ensure Ministry buildings on Rarotonga are neat, clean, safe and secure, and free from clutter.</li> <li>• Deliver daily cleaning of Ministry buildings on Rarotonga, including sweeping, mopping, vacuuming, and using industrial cleaning equipment to clean floors, picking up and disposing of trash, cleaning and maintaining the kitchen (including dishes and appliances), and cleaning and stocking bathrooms.</li> <li>• Deliver regular cleaning of wall surfaces, windows and doors, furniture, motor vehicles, and equipment, including fans, whiteboards, air conditioning units, and wiping down desk surfaces.</li> <li>• Develop and implement policy in consultation with staff in the Pa Enea and HR &amp; Asset Manager that ensures Ministry buildings and motor vehicles in the Pa Enea are neat, clean, maintained, safe and secure, and free from clutter, in consultation with the Secretary and HR &amp; Asset Manager.</li> <li>• Provide logistical support in setting up and arranging for all Ministry led and staff related events and activities, and lead and coordinate in any related cleaning up.</li> <li>• In the absence or vacancy of the Watchman/Groundsman, ensure grounds of the Ministry buildings on Rarotonga are maintained, including grass is mowed, leaves and rubbish is disposed, trash is collected, gardens are tended and maintained, and sidewalks, stairs, parking lot, and external concreted areas are clean.</li> </ul> | <ul style="list-style-type: none"> <li>• Ministry buildings on Rarotonga are neat, clean, safe and secure, and free from clutter.</li> <li>• The floors, kitchen, and bathrooms of Ministry buildings on Rarotonga are daily cleaned and trash is disposed of.</li> <li>• A schedule is developed and implemented to ensure Ministry building wall surfaces, windows and doors, furniture, motor vehicles, and equipment are cleaned regularly.</li> <li>• A policy is developed and implemented to ensure Ministry buildings and motor vehicles in the Pa Enea are cleaned and maintained, training is provided to Pa Enea staff on the policy, and adherence to the policy is monitored and reported to the HR&amp; Asset Manager.</li> <li>• Support and cleaning is provided for Ministry events and activities.</li> <li>• In the absence of the Watchman/Groundsman, the grounds is maintained.</li> </ul> |

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| <p><b>2. Maintenance and Repair</b></p> <ul style="list-style-type: none"> <li>• Ensure Ministry buildings, motor vehicles, and gates and other constructs are properly repaired and maintained.</li> <li>• Provide basic repair and maintenance to Ministry buildings, fixtures, and assets, including painting, air conditioning unit maintenance, fixing leaky faucets, drains, doors, windows, and faulty light switches.</li> <li>• Oversee and coordinate with CIIC and service providers the overall repair, maintenance, installation, and renovation of Ministry buildings, fixtures, and assets, in consultation with the HR &amp; Asset Manager.</li> <li>• Ensure Ministry buildings doors, windows, and locks are operational and kept secured.</li> <li>• Ensure copies of access keys and codes to Ministry buildings and offices in the Pa Enea is available and kept secure at the Ministry headquarters in Rarotonga.</li> </ul> | <ul style="list-style-type: none"> <li>• Ministry buildings and motor vehicles are neat and presentable, safe to use, and secure.</li> <li>• Ministry buildings, fixtures, and assets are in a good condition, and a maintenance schedule is developed and implemented for Ministry buildings, fixtures, and assets.</li> <li>• Repair, maintenance, installation, and renovation work is planned and carried out to minimize impact on staff and Ministry functions and services.</li> <li>• Ministry entrances and exits are unlocked at the start of business hours and all doors and windows are locked and secure at the close of business hours.</li> <li>• A copy of active access keys and codes to Ministry buildings and offices in the Pa Enea is kept secure with the Ministry in Rarotonga.</li> </ul> |
| <p><b>3. Policy and Contract Management</b></p> <ul style="list-style-type: none"> <li>• Manage and monitor contracts and agreements relating to cleaning, repairing, maintenance, and any renovation or installation relating to Ministry buildings, facilities, and offices.</li> <li>• Assist in the development, implementation, and updating of Ministry plans and policies relating to Ministry buildings, facilities, offices, and assets.</li> <li>• Ensure regular professional maintenance of air conditioning units within budget.</li> <li>• Comply with Disaster Risk Management Plan, and policies relating to health, safety and security of Ministry buildings, workspace and public areas.</li> <li>• Ensure Ministry water coolers are regularly maintained and fresh drinking water is available in designated areas.</li> </ul>  | <ul style="list-style-type: none"> <li>• Contracts and agreements are managed to completion with minimal disruption to the provision of Ministry services.</li> <li>• Ministry plans involving buildings, facilities, offices, and assets are in place, supported, and training on plans, and applicable policies and procedures is completed.</li> <li>• Regular air conditioning unit maintenance is completed and within budget.</li> <li>• Disaster Risk Management Plan and related policies are complied with.</li> <li>• Fresh drinking water is available within set parameters.</li> </ul>   |
| <p><b>4. Reporting and Consultation</b></p> <ul style="list-style-type: none"> <li>• Develops and maintains a list of repair and maintenance needs for Ministry buildings on</li> </ul>  | <ul style="list-style-type: none"> <li>• List of repair and maintenance needs for</li> </ul>  |

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| <p>Rarotonga and in the Pa Enea and provide regular reports to the HR &amp; Asset Manager on their status and progress.</p> <ul style="list-style-type: none"> <li>• Supports the preparation of Ministry reporting and policy development in relation to Ministry buildings and assets.</li> <li>• Where applicable and in consultation with the HR &amp; Asset Manager, provides reports and information to CIIC and service providers to assist in installation, repair, maintenance, and renovation.</li> <li>• Ensures that cleaning, toilet, and kitchen supplies are well stocked, monitored, and regularly reported to HR &amp; Asset Manager.</li> <li>• Supports senior management in reporting and resolving work related conflicts.</li> <li>• In consultation with the HR &amp; Asset Manager, coordinate any health inspection, approved fumigation, or pest control needed on the premises.</li> </ul> | <p>Ministry buildings is in place, regularly updated, and reported to HR &amp; Asset Manager at least monthly.</p> <ul style="list-style-type: none"> <li>• Provide information and input to HR &amp; Asset Manager or Secretary to assist in improving Ministry services.</li> <li>• CIIC and service providers have required information to complete any installation, repair, maintenance, or renovation.</li> <li>• Regular reports on supplies are provided to the HR &amp; Asset Manager to ensure the ongoing availability of supplies within Ministry budget.</li> <li>• Secretary or HR &amp; Asset Manager are informed of management issues and work related conflicts.</li> <li>• Any health inspection, fumigation or pest control is conducted in a manner to minimize disruption of Ministry services.</li> </ul> |
| <p><b>5. Customer Service and Risk Management</b></p> <ul style="list-style-type: none"> <li>• Ensure health, safety, and security risks and hazards are timely identified, mitigated and reported.</li> <li>• Ensures workplace accidents are investigated, documented, and reported.</li> <li>• Ensures equipment for cleaning, repair, and maintenance are properly maintained and repaired, and replaced when necessary.</li> <li>• Responds to public and staff enquiries promptly and with a positive customer service oriented manner.</li> <li>• Supports the implementation of Ministry Plans and policies, including the disaster risk management plan.</li> <li>• Ensures Ministry staff areas and document storage areas are kept secure.</li> <li>• Ensures Ministry buildings are properly equipped to mitigate fire hazards.</li> </ul>  | <ul style="list-style-type: none"> <li>• Timely mitigate and report risks and hazards.</li> <li>• Accidents are reported to HR &amp; Asset Manager within agreed parameters.</li> <li>• Equipment is operational and safe to use.</li> <li>• Customer satisfaction.</li> <li>• Customer service training and disaster risk management training is regularly completed.</li> <li>• Regularly check and monitor access to staff and storage areas to ensure they are secure from public access.</li> <li>• Ministry buildings have proper fire extinguishers, and where appropriate fire alarms, fire hydrants, and fire hoses.</li> <li>• Performance management agreement targets are met.</li> </ul>  |
| <p><b>6. Systems Development</b></p> <ul style="list-style-type: none"> <li>• Develop, implement and maintain an effective and efficient system to document and monitor</li> </ul>  | <ul style="list-style-type: none"> <li>• IT solutions are identified, scoped, and implemented</li> </ul>   |

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| repair, maintenance, and cleaning work using IT solutions (e.g. implementing a task management system). <ul style="list-style-type: none"> <li>• Lead and deliver small projects requiring building or construction skills (e.g. creating a wooden voting ballot box).</li> <li>• Undertake feasibility studies at the direction of the Secretary and report on the viability of proposed initiatives.</li> <li>• Undertake any project or task assigned by the Secretary that is reasonably expected to support the Ministry.</li> </ul> | where approved by the Secretary and where resources are available. <ul style="list-style-type: none"> <li>• Project is completed within agreed parameters.</li> <li>• Feasibility Studies are provided within agreed parameters.</li> <li>• Projects and tasks are completed within agreed parameters.</li> </ul> |
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## WORK COMPLEXITY

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| <i>Indicate most challenging problem solving duties typically undertaken (3-4 examples):</i> |  |
| 1  | Ensuring building premise is always clean, and accidents and hazards are immediately mitigated to ensure health, safety, and security to staff and the public.   |
| 2  | Coordinating with CIIC and service providers to ensure thorough cleaning, and major repair, maintenance, and renovations are attended to urgently, within contracts and agreements, and within available budget. |
| 3  | Coordinating and monitoring the cleaning, repair, and maintenance of Ministry offices in the Pa Enuu.  |
| 4  | Ensuring toilet facilities are always clean, stocked, and operational in Ministry with high number of staff and significant number of public visitors to premise.  |

## AUTHORITY

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

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|--------------------|---|
| <b>Financial</b>   | None  |
| <b>Staff</b>       | None  |
| <b>Contractual</b> | No contract signing authority, however manages delivery of cleaning, repair, and maintenance services provided under contract or agreement. |

## 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  |
|--|--|-------------------|--|
| Secretary of Justice                         | <b>Medium:</b><br>Provides input into building related plans and policies. Undertakes projects and provides some reports and policy development.   | Service Providers | <b>Routine:</b><br>Manages and monitors contracts and agreements relating to cleaning, repair, maintenance, installation and renovation.                         |
| HR & Asset Manager, and Watchman/ Groundsman | <b>Heavy:</b><br>Coordinates regular cleaning, repair, and maintenance of facilities, assets, grounds and workspace within available resources. Ensures responsibilities are fulfilled in their absence. | General public    | <b>Minimal:</b><br>Mitigate risks and hazards in public areas, reported by the public, and report accidents involving the public. Assist with general enquiries. |

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| Pa Enea office staff and Island governments | <b>Heavy:</b><br>Ensures Pa Enea offices are cleaned, repaired, maintained, and secure.   |  |  |
| Judiciary and all Ministry staff            | <b>Heavy:</b><br>Cleans, repairs, and maintains workspace, toilets, and kitchen. Ensures safety and security of building (including entrances/exits, staff and public areas). |  |  |

## 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"> <li>National Certificate Level 3 (4 years of secondary school).</li> </ul> | <ul style="list-style-type: none"> <li>National Certificate Level 5 with advanced trade certificates in asset management, construction, building maintenance, or similar field.</li> </ul> |

## 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)  |
|--|--|
| 3 – 4 years of work experience in asset management role, construction, building maintenance, or professional cleaning service roles. | 4 – 5 years of work experience in asset management role, construction, building maintenance, or professional cleaning service roles. |

## KEY SKILLS /ATTRIBUTES/JOB SPECIFIC COMPETENCIES

| Level of ability required for the job |  |
|---------------------------------------|--|
| <b>Expert</b>                         | <ul style="list-style-type: none"> <li>Communicates with clarity, actively listens to others and responds with respect.</li> <li>Takes ownership and acknowledges important outcomes of decisions.</li> <li>Knowledge of best practices of office cleaning, repair and maintenance.</li> </ul>   |
| <b>Advanced</b>                       | <ul style="list-style-type: none"> <li>Ability to prioritize work to timely mitigate hazards and risks.</li> <li>Ability to do cleaning, and repair and maintenance work on buildings, furniture, and constructs (including painting and rust prevention).</li> <li>Knowledge in construction, woodwork, electrical and plumbing.</li> <li>Knowledge of workplace health, safety and security best practices.</li> <li>Understands Ministry of Justice policies and procedures, role and functions, and committed to public service.</li> <li>Models high level of professionalism, and dedication to high performance and ethical behaviour.</li> </ul> |

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|                  | <ul style="list-style-type: none"> <li>• Ability to work in harmony with conflicting perspectives and diverse activities in a large organization.</li> <li>• Ability to handle confidential and sensitive information.</li> <li>• Developed written and oral communication skills, preferably both English and Maori.</li> </ul>   |
| <b>Working</b>   | <ul style="list-style-type: none"> <li>• Ability to develop relationships and manage people and contracted service providers to complete cleaning, repair, maintenance, installation, and renovation work.</li> <li>• Familiarity with computers and Microsoft Windows operating system interface.</li> <li>• Knowledge of Microsoft Office suite (Word, Excel).</li> <li>• Adapts and responds flexibly to changing circumstances.</li> <li>• Ability to work both independently and cooperatively.</li> <li>• Able to think on one's feet and has a sound sense of judgement.</li> <li>• Ability to negotiate and solve problems quickly.</li> <li>• Ability to develop and implement policy.</li> <li>• Proven ability in collating factual information and producing reports.</li> <li>• Identifies opportunities for innovation and improvement.</li> <li>• Knowledge of the Cook Islands culture, language, protocol and history for engagement, including safe appropriate communication.</li> <li>• Strength and stamina to lift heavy objects and spend a lot of time on his/her feet.</li> </ul> |
| <b>Awareness</b> | <ul style="list-style-type: none"> <li>• Familiarity with services provided through the Ministry of Justice.</li> <li>• Understands the workings of government.</li> <li>• Recognises the boundaries between politics, governance and management and acts accordingly.</li> <li>• Applies understanding of the unique and special nature of the Cook Islands to decisions and actions.</li> </ul>  |

## 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