



POSITION DESCRIPTION

Position Title

Official Residence Cleaner

Reports To

Ambassador

Post

Seoul

Group

Americas and Asia Group

Location

New Zealand Embassy Official Residence

Date Created/Updated

March 2025

About the Post

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 and accredited countries where relevant, that enables the New Zealand Government to achieve more than they could alone.

The Post takes a distinctively New Zealand approach, reflecting New Zealand's diversity and heritage. Our values are professionalism, leadership, respect, collaboration and innovation.

We seek to deliver value to New Zealand and New Zealanders, through:

- improved prosperity for New Zealand and our region
- the stability, security and resilience of our country, our people and our region
- leadership by amplifying New Zealand's influence and standing in the world
- kaitiakitanga or stewardship, by delivering solutions to global challenges for the benefit of present and future generations.

Our values are:

Impact

- We achieve for New Zealand, everyday, everywhere

Kotahitanga

- We draw strength from our diversity

Courage

- We do the right thing

Manaakitanga

- We honour and respect others

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 Position

The **Official Residence Cleaner** is responsible for supporting the efficient and effective operation of the Post through: general cleaning of the New Zealand Residence; overall household management; and undertaking other duties as required. In addition, the position assists with official functions, event logistics and provision of services for events held at the Residence.

Key Accountabilities

The position has the following key accountabilities:

General Cleaning of the Residence

- Ensure the overall tidying, mopping, dusting and upkeep of the Residence including the top floor and basement floor (excluding the basement kitchen) and assist with the upkeep of the official entertainment areas of the Residence
- Ensure the regular cleaning of windows and assist with the polishing of furniture, silverware and glassware
- Maintain the household pot plants in the Residence.

Overall Household Management

- Monitor Residence stocks of cleaners, linen and consumable stores and advise the Ambassador on ordering
- Liaise with the Ambassador and Embassy on matters related to the Residence
- Liaise with contractors and suppliers (e.g., contract waiters, catering staff, suppliers) concerning functions and events and overall operations of the Residence.

Other duties

- Assist the Official Residence Cook with the serving of food and drink at functions and events, and with cleaning up after such events
- Prepare flower arrangements for functions and events at the Residence
- Other duties as specified by the Ambassador from time to time.

Knowledge Management

- Contribute to the continuous development of the Post's knowledge base by using the Post's internal systems, sharing information and data with relevant staff.

Security

- Be familiar with the Post Security Instructions and adhere to these at all times.

Other

- Undertake additional duties and after hours duties as required.

Qualifications, Skills, knowledge & experience

You must have the following qualifications, skills and experience:

- At least five year's experience serving as a cleaner and with proven ability to oversee and ensure the overall upkeep of a major Residence
- Demonstrated ability to contribute to and work within a team
- Written and oral communication skills (in English and preferably also Korean)
- Demonstrated ability to build and maintain effective relationships
- Well developed organisational skills and the ability to prioritise tasks effectively and work under pressure
- Strong customer focus, with the ability to communicate effectively with a range of people
- Ability to work autonomously and within guidelines, demonstrating the use of sound judgement
- Demonstrated commitment to continuous improvement, including adaptability and openness to change
- Displays personal integrity and an honest and ethical approach.

Additional Comments

- Ability to obtain and maintain appropriate security clearances (specifically, local police clearance).
- The job holder is expected to perform such other duties as can reasonably be regarded as incidental to the position description, and such other duties reasonably within their experience and capabilities as may be from time to time.
- The job holder may be required to carry out on-call duties.