



# COOK ISLANDS INVESTMENT CORPORATION

Government of the Cook Islands

## JOB DESCRIPTION

<b>Job Title:</b>	<b>Grounds/ Maintenance Officer</b>
<b>Division</b>	Punanga Nui Market
<b>Responsible To:</b>	Punanga Nui Market Manager
<b>Responsible For:</b>	Nil
<b>Job Purpose:</b>	The purpose of this role is to maintain trees, gardens, lawns and buildings in a well-kept condition, ensuring a clean, safe and secure environment. This involves performing various maintenance tasks, landscaping and general upkeep of the Punanga Nui Market and Terevete Park premises.
<b>Job Classification:</b>	N/A
<b>Date:</b>	June 2024

### AGENCY VISION:

The vision that CIIC aspires to contribute to is:

Te au apinga puapinga te ka tauturu i te iti-tangata Kuki Airani.  
*“Quality assets that serve the Cook Islands people.”*

A longer version of the CIIC vision has also been developed to provide better context

Tau meitaki no te akakoro’anga, akatuke atu i te au apinga no te katoatoa te ka oronga mai, tauturu mate akameitaki atu i te turangaora’anga o te iti-tangata Kuki Airani.

*“Fit for purpose, transformational public assets that deliver, serve, and improve the wellbeing of the Cook Islands people, in harmony with our culture and our environment.”*

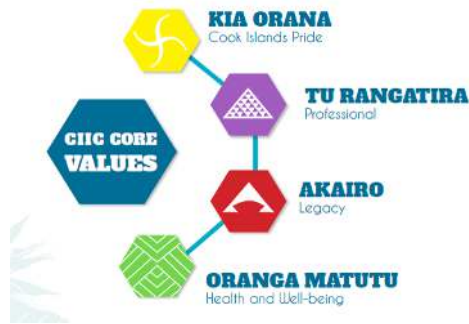
CIIC’s vision (quality assets that serve the Cook Islands people) has a very wide remit, therefore has a vast scope of responsibilities and contributes in a number of ways to the National vision and national development sustainable plan.

#### **CIIC’s vast scope of responsibility includes:**

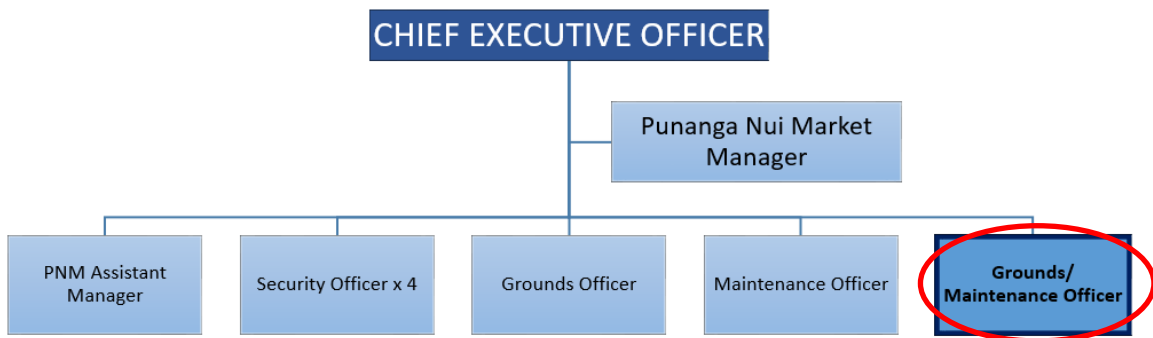
1. Crown land, Government infrastructure including Government buildings,
2. The Ports and Airports of Rarotonga and Aitutaki,
3. Te Aponga Uira Power Authority and Te Mana Uira o Araura,
4. Bank of the Cook Islands,
5. Investments in reticulated Water and Sanitation,
6. Telecommunications infrastructure and enterprises including Avaroa Cable,
7. Facilities management including Punanga Nui Market; and
8. Seabed mineral assets and enterprises

The CIIC has a vast scope of responsibilities with technical ownership of all crown assets and contributing to national development across a number of areas.

**AGENCY VALUES:**



**ORGANISATION CHART:**



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

KRAS FOR THE POSITION:	KEY PERFORMANCE INDICATORS:
<p><b>1. Grounds Maintenance &amp; Facility Upkeep</b></p>	<ul style="list-style-type: none"> <li>• Ensure timely collection and proper disposal of all rubbish on a daily basis.</li> <li>• Regularly mow lawns fortnightly to ensure cleanliness, tidiness and a well-maintained appearance.</li> <li>• Ensure gardens are free of noxious weeds through consistent fortnightly maintenance.</li> <li>• Regularly cut and trim trees to keep roadways clear and prevent coconuts from falling on cars.</li> <li>• Promptly clear blockages, remove foreign matter from sinks, toilets, drains, and kitchen grease traps, and address spillages. Report any water mains leakage and undertake repairs where possible.</li> <li>• Keep gullies, drains, and PNM grounds free from debris and maintain a litter-free environment.</li> <li>• Dispose of waste materials safely and hygienically, ensuring they are available for collection as required.</li> <li>• Maintain cleanliness throughout PNM premises.</li> </ul>

	<ul style="list-style-type: none"> <li>• Assist with portering tasks as needed, including setting up and clearing away furniture.</li> <li>• Ensure PNM buildings and surroundings are consistently clean, safe, and secure.</li> <li>• Perform any other reasonable duties within the scope of the job function.</li> </ul>
<b>2. Responsible for the health, safety and security of clients, staff and visitors.</b>	<ul style="list-style-type: none"> <li>• Know the health and safety requirements and regulations at the Punanga Nui Market.</li> <li>• Ensure the security, safety and well-being of all personnel and visitors.</li> <li>• Adhere and advocate all CIIC and PNM rules, policies, regulations and operating standards to staff and visitors.</li> <li>• Carry out emergency procedures as necessary.</li> <li>• Monitor workplace health and safety and bringing deficiencies to the attention of your Manager.</li> </ul>
<b>3. Administration responsibilities and effective communication</b>	<ul style="list-style-type: none"> <li>• Provide clear and concise information regarding maintenance or security requirements to the Manager.</li> <li>• Ensure follow-up of matters requiring attention with the Manager.</li> <li>• Identify correct security procedures for the work being undertaken.</li> <li>• Attend and participate in staff, team and organisational meetings, when required.</li> </ul>
<b>4. Contributing to CIICs Values and being an active part of the CIIC team.</b>	<ul style="list-style-type: none"> <li>• Provide good customer service when dealing with members of the public, management and staff and stakeholders</li> <li>• Ability to maintain a positive attitude and professional demeanor and appearance at all times and perform well under project constraints and deadlines</li> <li>• Ability to develop productive relationships with the project team, with contractors/ vendors , and with design teams and clients</li> <li>• Assist organisation on general matters, as directed, for example, picking up rubbish, communication campaigns, running errands and in assisting with organisational event management, when required.</li> </ul>

#### **WORK COMPLEXITY**

*This position encompasses a range of challenging activities undertaken (3-4 examples):*

1	The officer may be required to troubleshoot issues, identify solutions to maintenance challenges and adapt to changing priorities or unexpected situations.
2	Know health and safety requirements.
3	Be conversant in both Cook Islands Maori and English and have excellent writing skills.
4	Must hold a valid Cook Islands Drivers Licence to be able to drive a motor bike and car.

**AUTHORITY:**

Authority levels expressed in terms of routine expenditure, granting loans, and recruiting and dismissing staff.

<b>Financial</b>	Not applicable
<b>Staff</b>	Not applicable
<b>Contractual</b>	Not applicable

**FUNCTIONAL RELATIONSHIPS:**

The requirement for human relations skills in dealing with other personnel and external contacts.

<b>Internal</b>	<b>Nature of Contact</b> (Routine, Light, Medium, Heavy)	<b>External</b>	<b>Nature of contact</b> (Routine, Light, Medium, Heavy)
<ul style="list-style-type: none"> <li>Divisional manager and assigned supervisors</li> </ul>	<p><b>Medium</b> Work closely with other staff of CIIC to acquire information relevant to producing reporting requirements.</p>	<ul style="list-style-type: none"> <li>Visitors &amp; Vendors</li> </ul>	<p><b>Routine</b> Ensuring health, safety and security.</p>
<ul style="list-style-type: none"> <li>All staff and divisions</li> </ul>	<p><b>Medium</b> Advise, collaborate, influence, inform and deliver.</p>	<ul style="list-style-type: none"> <li>Cook Islands Police and other security enforcements</li> </ul>	<p><b>Light</b> Coordination role between Police and other security enforcements, if required.</p>

**QUALIFICATIONS (OR EQUIVALENT LEVEL OF LEARNING)**

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

<b>Essential: (least qualification to be competent)</b>	<b>Desirable: (specific qualification for job)</b>
High School Diploma	High School diploma Customer services certificate

**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.

<b>Essential: (least number of years to be competent)</b>	<b>Desirable: (target number of years you are looking for)</b>
<ul style="list-style-type: none"> <li>Ability to clean grounds, lawn maintenance and safe surroundings.</li> <li>Good customer service skills.</li> <li>Must be able to work collegially and independent of intensive supervision.</li> <li>Honest and reliable.</li> <li>Adaptable to changes in responsibilities.</li> <li>Friendly personality and the ability to work in a team environment.</li> </ul>	<ul style="list-style-type: none"> <li>2 years experience in grounds/ maintenance .</li> <li>Must be able to work collegially and independent of intensive supervision.</li> <li>The ability to communicate in Cook Island Maori and English.</li> </ul>

**KEY SKILLS / ATTRIBUTES / JOB SPECIFIC COMPETENCIES**

The following levels would typically be expected for the 100% fully effective level:

<b>Expert level</b>	<ul style="list-style-type: none"><li>• Vast knowledge and expertise in grounds man and maintenance role</li></ul>
<b>Advanced level</b>	<ul style="list-style-type: none"><li>• Communication skills.</li></ul>
<b>Working Knowledge</b>	<ul style="list-style-type: none"><li>• Write short informal notes, fill out simple forms.</li><li>• Be mentally and physically fit.</li><li>• Have had other cleaning experience.</li></ul>
<b>Awareness</b>	<ul style="list-style-type: none"><li>• Of recognising security or suspicious circumstances in the area of responsibility.</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:**

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GEO

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Date

\_\_\_\_\_

Employee

\_\_\_\_\_

Date