



SOUTH AUSTRALIA

# Grounds Person Position Description



**OLD LION**  
APARTMENTS  
NORTH ADELAIDE



**MINIMA**  
HOTEL  
NORTH ADELAIDE



**TYNTE STREET**  
APARTMENTS  
NORTH ADELAIDE

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**PURPOSE**

Consistently, through a disciplined approach and focus on upkeep of the physical products, incorporating an approach of continuous improvement, deliver great products to the highest quality to ensure true and lasting customer and staff loyalty.

**POSITION OBJECTIVES**

- **COMMITMENT & CONSISTENCY** – To quality of work and always achieving the highest standards to consistently deliver great products
- **DISPLAYED INITIATIVE** – Ability to follow direction and tasks lists while recognising when attention is needed in other areas and attending to them with the appropriate level of priority
- **ACCOUNTABILITY** – Through a disciplined approach maintain a culture of self-accountability within the team to ensure the company vision and values are achieved
- **TIME MANAGEMENT** – Accountability to achieve all tasks in a timely and efficient manner to ensure presentation of all common areas is maintained at the highest level
- **COMMUNICATION** – Effective communication skills incorporating a collaborative approach with internal and external stake holders
- **PROFESSIONALISM** – Consistent approach when collaborating with all levels of staff and external sources
- **ANTICIPATORY SERVICE** – Identify and service customer's needs before they ask.
- **ACHIEVE COMPANY VISION** – Achieve our purpose to build true and lasting customer and staff loyalty

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**KEY RESPONSIBILITIES** Through a consistent focus, complete routine daily tasks as scheduled at each property, including but not limited to:

**Routine Daily Tasks**

- Sweep , remove rubbish and cobwebs from:
  - Hallways - all properties
  - Entry ways to each rooms block (OLA)
- Front alcove – all properties
- Courtyards / common areas all properties
- Check and general tidy of car park – all properties

**Routine Weekly Tasks** Through a consistent approach, complete routine weekly tasks as scheduled at each property, including but not limited to:

- Empty cigarette pots – all properties
- Collect rubbish and ensure dumpster area is clean and tidy
- Empty wheelie bins into skip – all properties
- Sweep , remove rubbish and cobwebs from:
  - Stairwells – all properties (Inc. Minima fire stairwell)
- Thorough sweep and mop of:
  - Each rooms block (OLA)
  - Annex foyer and hallways
  - Minima foyer
  - Tynte foyer and hallways where required
- Replace stock par levels, including guest amenities, paper products etc. - all properties

**Periodical Tasks**

With a disciplined approach, complete periodical tasks as scheduled at each property, including but not limited to:

- Clean and check (report where required) the following:
  - Air conditioner filters
  - Bathroom exhaust fans
  - Internal lights
  - Range hood filters, replacing if required
  - Shower heads
  - External lighting
  - Pigeon droppings from walls / balconies
- Check internal walls for marks/damage – report if repair required
- Tidy and clean storage areas

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**Assist Maintenance Officer**

In a timely and efficient manner, assist with tasks as delegated at each property, including but not limited to:

- Carry out routine maintenance and handyman tasks on guest rooms and public areas
- Assist with any gardening requirements as required/instructed

**SKILLS**

**Required**

**EXPERIENCE**

**QUALIFICATIONS**

**KNOWLEDGE**

- Exceptional time management skills with a proven history of multi-tasking
- Experience of working in a high pressure environment to get the task done
- Good physical fitness and strength
- Committed approach to continuous improvement in all areas of responsibility
- Demonstrated ability in problem solving through displayed use of initiative
- Effective communication skills incorporating a collaborative approach
- An attitude of professionalism at all times
- Current driver's license
- A shared passion and responsibility towards our groups vision and values

**Highly desirable**

- Proven experience of undertaking low level maintenance tasks
- General understanding of building structures and some knowledge of operational repairs
- Understanding of how a hotel operates
- Previous experience in a similar role preferred

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**VALUES****Required**

- Demonstrate a work ethic, attitudes and values compatible with Majestic Hotels vision and values, specifically: -
  - Passion for our brand, products, staff, guests and industry
  - Professionalism at all times
  - Commitment to quality customer service standards and values
  - Respect and value of each and every team member across our group
  - High level of communication skills characterised by patience, clarity and empathy at a personal and telephone level
  - Flexibility and adaptability to handle changing work environments and the ability to support others in an environment of change
  - High level of interpersonal skills
  - An attitude to work within Workplace Health and Safety requirements

**ORGANISATIONAL  
RELATIONSHIPS**

- Report directly to the Rooms Division Manager and further the Hotel Manager
- Working as required with:
  - Assistant Front Office Manager
  - Executive Housekeeper
  - Senior Room Attendants
  - Room Attendants
  - Guest Service Agents
  - Site Maintenance Personnel
  - Group Maintenance Personnel

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## **VISION STATEMENT**

*“our purpose as a company”*

Majestic Hotels purpose is to build true and lasting customer & staff loyalty.

We recognise that to truly loyal customers we become the **hotels of choice** and to truly loyal staff we become the **employer of choice!**

## **VALUE STATEMENT**

*“what we stand for as a company”*

Majestic Hotels values are what we believe in; they guide what we do each and every day.

Our customer values -

- CONSISTENTLY DELIVER GREAT PRODUCTS – achieve consistent focus towards maintenance & upkeep of physical product
- PROVIDE THEM THE ATTENTION THEY DESERVE – recognise them early!
- PROVIDE REGULAR ANTICIPATORY SERVICE – identify & service customers needs before they ask
- DELIVER A CONSISTENT SERVICE STANDARD – all staff + all departments + all products
- APPROACH OF CONTINUOUS IMPROVEMENT - by all staff toward product and service

Our staff values-

- PROVIDE OPPORTUNITY – to a highly diverse range of the community, with varying skill levels, respecting those choosing to earn a secure income, as well as those who in addition wish to build a career
- EMPOWERMENT + ACCOUNTABILITY + COLLABORATION – an environment where not only the most senior make decisions; where we all accept responsibility for our individual performance whilst working collectively as a true team
- RESPECT + VALUE – display genuine respect for each other, truly valuing each and every team members contribution no matter the role
- PROFESSIONALISM – conducting ourselves in a professional manner at all times
- DEVELOPMENT – provide clear direction on purpose & function, deliver adequate training, conduct regular appraisals, provide recognition when due & display continuous support

**PEOPLE ARE OUR BUSINESS – OUR SUCCESS DEPENDS ON THEM!**

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I have read and understood the requirements of the role as outlined in this position description.

\_\_\_\_\_  
Employee Name

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date