



# Hanmer Springs

Thermal Pools & Spa

## Job Description

**Job Title:** Maintenance Assistant

**Reports to:** Maintenance Team Leader

**About us:** Hanmer Springs alpine village, a place where history, wellness and connection come together. Our story is rooted in the rich heritage of our thermal pools and spa, offering a unique experience that promotes relaxation, rejuvenation, and sense of community. Not only is Hanmer Springs Thermal Pools & Spa an exceptional place to visit, but it is also an exceptional place to work with strong Vision, Purpose, and Values.

**Our Vision:**  
To be the most loved and memorable group of experiences in New Zealand

**Our Purpose:**  
To create enriching experiences connecting people to each other and to our place.

**Our Values:**

 <b>Manaakitanga</b> Care	 <b>Rangatiratanga</b> Leadership	 <b>Kaitiakitanga</b> Guardianship	 <b>Whanaungatanga</b> Family
People are the heart of our business. Our culture is to care for, respect and value our customers and team members	We will maintain personal integrity and ownership in all actions and decisions we undertake	We will as guardians, conserve and cherish our environment, continually improving our sustainable practices	Our people, community and visitors are family. We will cultivate a sense of belonging, support, collaboration, and teamwork
			

## About the role:

The Maintenance Assistant supports the smooth and efficient daily operation of plant rooms, pool water systems, and grounds across the Hanmer Springs Thermal Pools & Spa complex. This role ensures the facility is presented to a high standard to deliver an exceptional guest experience.

## Responsibilities:

### Water Treatment & Filtration Support

- Assist with the daily operation and maintenance of water treatment and filtration systems.
- Support efficient, cost-effective operation of filtration and chlorination systems.
- Help ensure pools meet approved cleanliness and hygiene standards.
- Monitor pool temperatures and assist in maintaining appropriate levels.
- Conduct or support regular inspections to ensure water quality.
- Report issues promptly to the Manager – Maintenance & Engineering.
- Work cooperatively with internal teams and approved contractors.

### Cleaning & Hygiene Standards

- Support the morning cleaning team to maintain high facility standards.
- Perform full cleaning duties when required or when rostered.
- Maintain strict hygiene practices in all cleaning tasks.
- Identify and recommend innovative cleaning improvements.

### Grounds & Facility Presentation

- Assist in maintaining gardens, landscaped areas, and external road frontages.
- Perform lawn care, pruning, planting, irrigation, weed control, and waste removal.
- Provide basic building maintenance support as required.
- Assist with general equipment maintenance and minor repairs.
- Ensure walkways are kept safe, clean, and free from hazards.
- Maintain a clean and welcoming environment surrounding footpaths and entrances.

### Teamwork & Communication

- Build positive working relationships with colleagues, contractors, and guests.
- Maintain open and effective communication.
- Demonstrate a friendly, professional, and supportive attitude.

### Operational Support & Emergency Cover

- Become familiar with all operational requirements of HSTP&S.
- Provide cover for other maintenance team members during emergencies or absences.

### Continuous Improvement & Contribution

- Contribute ideas for improving facility operations and services.
- Participate in planning activities as required.
- Provide feedback and reports to the Manager – Maintenance & Engineering.

### Other Duties

- Perform additional tasks assigned in accordance with policies and procedures.

### Candidate Requirements:

- Experience in a maintenance or service-related role with relevant qualifications.
- Understanding of pool filtration, chlorination, and plant room operations.
- Strong organisational skills and ability to follow established procedures.
- Good interpersonal and communication skills.
- Current driver's licence with forklift endorsement.

### Limitations on Authority:

Matters which must be referred to the Maintenance Team Leader in the first instance will include:

- Serious safety problems
- Maintenance problems, machine breakdowns
- Security breaks
- Health & Safety matters
- Major work problems preventing the performance of listed tasks and responsibilities.