



Hanmer Springs
Thermal Pools & Spa

Job Description

Job Title: Maintenance Team Member

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:

 Manaakitanga Care	 Rangatiratanga Leadership	 Kaitiakitanga Guardianship	 Whanaungatanga 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 Team Member plays a key role in ensuring the efficient, safe, and reliable daily operation of plant rooms, pool water systems, and the wider facility grounds. This role supports an exceptional guest experience by maintaining high operational, cleanliness, and presentation standards.

Responsibilities:

Plant & Equipment Operations

- Carry out day to day operations and maintenance of plant rooms and pool equipment in line with the scheduled preventative maintenance programme.
- Identify issues early and report major maintenance needs to the Maintenance Team Leader
- Minimum customer disruption during servicing activities
- Liaise professionally with contractors when required
- Develop strong knowledge of all operational systems at HSTPS

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.

- Foster positive working relationships with staff, contractors and guests.

Continuous Improvement & Contribution

- Contribute ideas for improving facility operations and services.
- Participate in planning activities as required.
- Provide feedback and reports to the Maintenance Team Leader.
- Maintain open communication channels and demonstrate a friendly, professional approach.
- Attend relevant training and stay current with industry techniques.
- Maintain accurate and updated electronic and manual documentation.
- Notify Maintenance Team Leader of relevant changes or improvements.

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.

Authority and Escalation Requirements

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.