

Job description

Title	Historic Village Custodian
Number	TBA (previous role number 2CD220 / 100408)
Group	Regulatory & Community Services
Division	Community Hubs, Arts, Heritage & Events
Reports to	Historic Village Manager
Direct reports	Nil
Date	14 September 2026

Job holder commitment

The job holder accepts as a fundamental requirement of their employment that they must demonstrate a personal commitment to:-

- modelling organisational values at all times
- a safe and healthy work environment
- assisting Council to fulfil its Civil Defence responsibilities

At TCC we uphold the principles of Te Tiriti o Waitangi by engaging in an effective and meaningful partnership with tangata whenua. We are committed to developing our knowledge and understanding of te reo Māori, tikanga Māori, Mātauranga Māori and our partnership with tangata whenua.

Job purpose

The primary purpose of this role is to support the day-to-day presentation, safety and functionality of The Historic Village by undertaking routine site checks, minor maintenance tasks, room and event set-ups, contractor access support, maintenance job logging, emergency evacuation assistance when required, basic fire warden support training, extreme-weather monitoring of visible embankment and water conditions, and timely escalation of issues through approved Council systems and processes.

Key outcomes

Village spaces are presented to an appropriate standard.	• Routine checks are completed • Public areas, event spaces and shared facilities are tidy, safe and ready for use • Issues are logged or escalated promptly.
Maintenance issues are triaged, logged and followed up.	• Requests are acknowledged, recorded and directed through the appropriate Council process; • Urgent risks are escalated • Progress is monitored and communicated.
Minor maintenance and operational support tasks are completed safely.	• Basic repairs, set-ups, inspections and site support tasks are carried out within capability, policy and health and safety requirements.

Contractors and service providers are supported on site.	Contractors are directed, signed in and inducted where required, made aware of site requirements and referred to the appropriate Council contact for technical or contractual matters.
Events, meetings and activations receive practical set-up support.	Rooms, furniture, equipment and site areas are prepared in line with agreed requirements, with issues escalated early.
Emergency and extreme-weather site support is provided within role limits.	The role assists with site evacuation, carries out safe visual checks of embankments and water conditions during extreme weather, records observations, and escalates risks promptly to accountable managers or operational teams.

The job description is not an exhaustive list of requirements; the job holder will be required to perform tasks assigned to them that are not explicitly described in this document.

Person specifications

Essential
- At least two years' experience in the building and construction or property maintenance industries. - Excellent proven customer service skills. - Solid written and verbal communication skills, with the ability to provide clear updates, instructions and records. - Ability to communicate practical site information visually, including use of photos, mark-ups, basic diagrams, maps, plans or annotated documents. - Intermediate working knowledge of Microsoft 365 applications, including Outlook, Word, Excel, Teams, SharePoint and OneDrive. - Intermediate working knowledge of PDF Exchange or equivalent PDF mark-up tools to support maintenance records, site plans, contractor information and operational documentation. - Sound judgement to identify when matters can be actioned within the role and when they require escalation to a manager, City Operations and/or TCC facilities teams, asset specialists or health and safety support.

Here to make Tauranga better



WHANAKE TE TAI

Our values

Pono / Integrity

We do what we say we will do

Manaakitanga / Respect

We listen to all views and show we care

Whāia te tika / Service

We do the right thing for our community
and each other

Whanaungatanga / Collaboration

We work together and create connections