

JOB DESCRIPTION CLEANER-MESSENGER

Nature of Role: Permanent
Reporting to: The Manager: Corporate Services
Duty Station: Windhoek

In order for the National Art Gallery of Namibia (NAGN) to support its mandate and sectoral developments, we seek a dynamic and energetic individual to take on the role of a Messenger-Cleaner.

PRIMARY PURPOSE OF THE JOB:

The **Cleaner-Messenger** plays a vital support role within the Gallery by ensuring a clean, safe, and orderly environment, while also executing messenger functions, contributing directly to smooth daily operations and a professional institutional image.

As a cleaner, the role is responsible for maintaining high standards of hygiene across offices, corridors, gallery spaces, restrooms, and shared facilities. This includes routine cleaning, sanitising surfaces, waste management, and reporting any maintenance concerns promptly. The Cleaner–Messenger supports a healthy workspace that enhances staff productivity and presents a welcoming atmosphere for clients, visitors, and stakeholders.

In the messenger capacity, the role ensures the timely delivery and collection of documents, parcels, and internal correspondence.

Overall, the Cleaner–Messenger is an essential member of the institutional support staff, contributing reliability, discretion, and consistent service delivery. Through attention to detail, professionalism, and proactive assistance, this role strengthens both the operational and organisational effectiveness of the institution.

KEY PERFORMANCE AREAS:

- Overall cleaning of the NAGN, Framing Workshop and JMAC premises. To ensure the workplace is always clean and sanitary.
- Ensure that common areas stay fresh by performing routine inspections every day at specified times.
- To ensure venues are clean and in tidy conditions for meetings.
- Prepare the venues/tea/coffee for meetings.
- Ensure tea/coffee refreshments are stocked and ready to be served.
- To provide messenger services in terms of delivery.
- Clean entire indoor/outdoor premises.
- Clean and stock of restroom facilities.
- Deep clean and disinfect the premises.
- Pest control in terms of how to control /avoid mosquitos, cockroaches, mice at the premises.
- Trimming /watering of trees (NAGN, Framing workshop and JMAC).
- Removing trash at Sculpture Garden (in front of the NAGN).

CORE COMPETENCIES

The core competencies of the Cleaner-Messenger would typically include the following:

1. **Attention to Detail**
Ability to identify areas that require cleaning, ensure thoroughness, and maintain high standards of cleanliness and hygiene.
2. **Time Management**
Efficiently plans and prioritises tasks to complete daily cleaning schedules within expected timeframes.
3. **Knowledge of Cleaning Methods and Materials**
Understands proper cleaning techniques, safe use of chemicals, appropriate equipment handling, and sanitation best practices.

4. Health, Safety, and Hygiene Awareness
Applies safety protocols, uses protective gear correctly, and follows guidelines to prevent accidents, cross-contamination, and hazards.
5. Reliability and Consistency
Delivers dependable service, maintains punctuality, and follows instructions and schedules consistently.
6. Physical Stamina
Ability to perform physically demanding tasks such as lifting, bending, standing for extended periods, and handling cleaning equipment.
7. Communication Skills
Communicates clearly with supervisors and colleagues, reports maintenance issues, and follows instructions accurately.
8. Initiative and Problem-Solving
Identifies cleaning needs proactively, responds quickly to spills or urgent tasks, and takes appropriate action without constant supervision.
9. Customer Service Orientation
Interacts respectfully with staff, visitors, and clients, contributing positively to the institution's environment.
10. Confidentiality and Professional Conduct
Respects institutional privacy and maintains discretion, especially when working in offices or sensitive areas.

QUALIFICATIONS AND REQUIREMENTS

- Min Qualifications: Grade 11 / 12 certificate
- Must have basic knowledge of using cleaning/gardening equipment and cleaning materials.

Prospective candidates who meet the requirements should submit their application with certified copies of their ID, certificate of conduct and supporting documents to shr@nagn.org.na. No hand delivered applications will be accepted. For enquiries, please contact the Senior Human Resources Officer at 061231160.

NB: Persons from previously disadvantaged groups who meet the requirements are encouraged to apply. Only shortlisted candidates will be contacted.

CLOSING DATE – FRIDAY, 19 DECEMER 2025 AT 10H00