

Recreation Centre Assistant

Kaupapa | Purpose

Provide high-quality frontline support for the Recreation Centre, ensuring a safe, welcoming, and well-maintained environment. This role supports members with fitness guidance, promotes wellbeing, and contributes to the effective daily operation of the facility, including working independently when required.

Reports to: Recreation Centre Lead

Team: Recreation Centre Team

Remuneration: \$28.95 gross per hour

Date: June 2026

Ngā mahi | Do

Deliver high-quality customer service and front-line support to ensure a safe, welcoming, and positive experience for all recreation centre users.

Support the effective day-to-day operation of the recreation centre by contributing to programme delivery, facility readiness, and smooth service flow.

Maintain health, safety, and compliance standards by following procedures, identifying risks, and contributing to a safe environment for staff and customers.

Maintain facility presentation and operational standards to ensure spaces, equipment, and resources are clean, functional, and fit for purpose.

Work collaboratively with team members to ensure consistent service delivery, share responsibilities, and contribute to a positive team culture.

Demonstrate reliability, initiative, and adaptability to respond to changing operational needs and support continuous improvement.

Demonstrate commitment to:

Ākonga at the center through ensuring positive outcomes for ākonga in all aspects of their learning journey.

Te Tiriti o Waitangi and Māori Success by positively championing and contributing to the success of partnerships with Iwi, Hapū and Mana Whenua, honoring Te Tiriti o Waitangi to uplift Māori success.

Equity by identifying and removing barriers to participation and achievement, and fostering inclusive, culturally responsive environments where all ākonga and kaimahi can thrive.

Vocational Education Excellence through building responsive provision and services to meet the needs of ākonga, and stakeholders and to enable future sustainability.

Pūkenga | Have

Experience working in a gym, fitness centre, recreation facility, or customer service role

Knowledge of gym equipment and safe exercise practices

Personal training skills or relevant study in fitness, sport, or exercise science (desirable)

Current First Aid Certificate (or willingness to obtain and maintain)

Ability to work confidently on own during rostered shifts

Strong communication and interpersonal skills

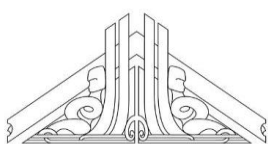
Customer-focused with a positive and approachable attitude

Reliable, flexible, and able to work varied hours (including evenings and weekends)

Waiaro | Be

At Toi Ohomai, Toiohomaitanga describes our way of doing and being. It reflects how we care for each other, work together, and uphold our shared purpose. These behaviours apply to all kaimahi, with expectations scaled to the nature and level of each role. They guide how we show up in our mahi, contribute to our collective success, and reflect our commitment to Ā mātou uara | Our values in everyday practice.

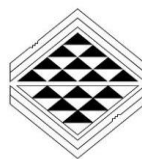
Ako: Demonstrates curiosity and a commitment to continuous learning. Applies new knowledge to improve practice and outcomes and actively contributes to a culture of shared growth. This supports toitūtanga by sustaining excellence and adaptability over time.



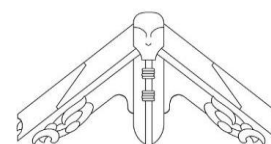
WHANAUNGATANGA



TOITUTANGA



MANAAKITANGA



KOTAHITANGA

Authentic and Inclusive: Fosters inclusive environments where people feel safe, respected, and able to be themselves. Actively includes diverse perspectives, addresses inequities, and supports others to thrive. These behaviours reflect manaakitanga through care, generosity, and upholding the dignity of all.

Connected: Builds and maintains strong, trusting relationships across teams and communities. Fosters cross-functional collaboration by sharing knowledge, aligning efforts, and supporting others to achieve shared goals. Communicates with empathy and respect, contributing to a shared sense of purpose. This strengthens whanaungatanga by nurturing meaningful connections and collective wellbeing.

Innovative and impactful: Identifies opportunities to improve and applies evidence, creativity, and courage to drive meaningful change. Uses data and insights to inform decisions, challenge the status quo, and focus on outcomes that matter for ākongā, kaimahi, and communities. These behaviours reflect kotahitanga, recognising that lasting improvement is strengthened through collaboration and shared purpose.

Engaged: Actively participates in Toi Ohomai initiatives that advance our vision. Shares knowledge, supports others, and contributes to a positive, forward-focused culture. This is how we can live kotahitanga, working together with unity and purpose.

Self-aware: Demonstrates humility, reflection, and openness to feedback. Understands the impact of their actions and takes responsibility for creating conditions where others can thrive. This reflects toitūtanga through thoughtful and courageous practice that supports respectful relationships and sustainable ways of working.

Ngā Hononga Mahi | Working relationships

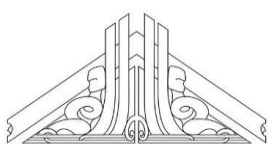
Internal: Recreation Team, Facilities Kaimahi, Health & Safety Representatives, All Kaimahi

External: Centre Users, Community Groups and Ākongā

Resource delegations and responsibilities:

Financial: As per Delegations Register

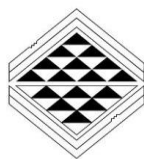
People: N/A



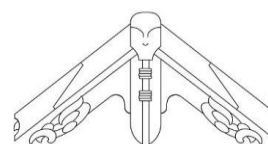
WHANAUNGATANGA



TOITUTANGA



MANAAKITANGA



KOTAHITANGA