UNIVERSITY OF OTAGO
ŌTĀKOU WHAKAIHU WAKA

JOB DESCRIPTION

ROLE TITLE:	Outdoor Rental Centre Lead
DEPARTMENT:	Recreation Services
SCHOOL / DIVISION:	Student Services
REPORTS TO:	Assistant Manager (Fitness and Facility)
DIRECT REPORTS (FTE):	0.4
INDIRECT REPORTS (FTE):	0

1. PRIMARY PURPOSE OF THE ROLE:

The Outdoor Rental Centre Lead brings the outdoors to life for Otago students by leading the day-to-day operation of the Outdoor Rental Centre and Trotters Gorge Hut, delivering a safe, reliable, and student-focused rental service that makes it easy for students to get out and explore. This role owns the full rental experience, from equipment and inventory to health, safety, and adventure activity standards, while leading a team dedicated to outstanding student service.

Grounded in Te Tiriti o Waitangi and the University's Māori Strategic Framework, this role is about more than gear, it's about creating everyday opportunities for students to build confidence, connect with nature, and find a genuine sense of belonging. The Outdoor Rental Coordinator helps spark a lifelong passion for the outdoors, offering opportunities that support students to connect with each other and with the unique environment of Ōtepoti, Dunedin and beyond.

2. ACCOUNTABILITIES:

<u>Outdoor Rental Centre and Trotters Gorge Hut:</u>

Oversee the day-to-day operations of the Outdoor Rental Centre, Trotters Gorge ensuring a student-focused service delivery.

<u>Outdoor Rental Centre:</u>

- Lead the Outdoor Rental Centre in a manner that sets clear standards for service, safety, and professionalism, ensuring the team consistently delivers a high-quality student experience.
- Take responsibility for the strategic direction of a Te Tiriti-led Outdoor Rental Centre, including monitoring equipment usage, trends, and resourcing to inform planning and service delivery.
- Manage the end-to-end rental process, including bookings, equipment issue and return, and customer enquiries; ensuring a seamless student experience.
- Maintain accurate inventory systems, including tracking, stock control, and forecasting to ensure equipment availability aligns with demand.Coordinate procurement, maintenance, and lifecycle management of equipment to ensure quality, reliability, and value for money.
- Develop and implement operational procedures to optimise efficiency, consistency, and service standards.
- Monitor usage trends and data to inform planning, resource allocation, and service improvements.
- Ensure facilities and equipment storage areas are organised, secure, and maintained to a high standard.
- Collaborate with staff and student groups to support programmes, lead outdoor information sessions and initiatives that utilise outdoor equipment.

- Identify opportunities to enhance services, introduce new offerings, and improve operational effectiveness.
- Manage operational budget, including tracking expenditure, identifying efficiencies, and supporting financial sustainability.
- Ensure systems and processes are in place to support peak periods and seasonal demand fluctuations.
- Promote the Outdoor Rental Centre to increase student awareness, engagement, and participation in its services and activities.

Trotters Gorge Hut:

- Oversee bookings of the Trotters Gorge Hut in adherence to policies and Te Tiriti o Waitangi principles.

Strategic Contribution to creating a Sense of Belonging, Student Wellbeing, Inclusion, and Engagement:

- Actively promote participation in the outdoors as a means of supporting positive mental health, reducing stress, and enhancing overall student wellbeing, while strengthening connection to the University of Otago community.
- Foster a culture that inspires a lifelong passion for the outdoors, encouraging students to engage with the natural environment as a source of recreation, restoration, and personal growth.
- Ensure compliance with the Pastoral Care Code while delivering safe, inclusive, and accessible outdoor recreation opportunities that support emotional wellbeing, resilience, and a strong sense of belonging.
- Encourage participation from diverse student groups, reducing barriers to access and ensuring equitable opportunities for all students to experience the mental, social, and physical benefits of outdoor recreation.
- Identify and address barriers to participation for marginalised and underrepresented student groups, working with relevant support services and student groups to improve access to outdoor recreation.
- Embed the principles of Te Tiriti o Waitangi across service delivery, staff practice, and engagement, recognising the importance of connection to whenua (land) in supporting wellbeing and identity.
- Support the delivery of Pae Tata by contributing to initiatives that enhance student wellbeing, inclusion, engagement, and opportunities for stress relief through meaningful outdoor experiences.

Compliance, Safety and Risk Management:

- Keep up to date with current legislative requirements, including Health and Safety at Work and the Adventure Activities Regulations.
- Ensure all outdoor rental operations comply with relevant legislation, standards, and University policies, relating to health and safety, risk management, and adventure activity guidelines.
- Establish and maintain operating standards that align with industry best practice and relevant adventure activity guidelines, ensuring consistent application across staff and daily operations.
- Monitor and enforce safe operating procedures within the rental centre ensuring staff and users adhere to established protocols.
- Undertake routine inspections, maintenance, and minor repairs to ensuring all items are safe, reliable, and fit for purpose.
- Manage late, lost, damaged, or unclean equipment in line with established policies and procedures.
- Maintain an adequate stock of repair parts and consumables to support efficient equipment servicing.

- Maintain relationships with external suppliers and local repair providers to coordinate services and ensure adequate inventory levels for student hire.
- Plan and implement Trotter Gorge Hut maintenance ensuring it is safe for users.

Student-Focused Customer Service:
- Ensure all users feel well-informed, confident, and supported in a welcoming and safe environment.
- Deliver high-quality customer service by responding to enquiries in a professional and timely manner, providing accurate information and escalating complex matters as appropriate.
- Provide service support beyond the Outdoor Rental Centre by promoting and delivering accurate information on access to Unipol Recreation and procedures.
- Maintain a student reference group for feedback and ideas.
- Build and maintain strong relationships with students, Clubs and Societies, Residential Colleges and relevant University departments.

Staff Support and Development:
- Oversee the Outdoor Rental Assistant (15 hours/week) and Outdoor Rental student staff.
- Accountable for planning, recruiting and appointing staff within the Outdoor Rental Centre.
- Role model appropriate staff behaviour, communication, and customer interaction.
- Set clear expectations and standards for staff communication, both with students and within the team, to ensure consistency, professionalism, and a positive rental centre culture.
- Provide training, guidance, and supervision to Outdoor Rental Assistant and student staff in outdoor rental policies and procedures.
- Lead and support staff in daily operations by acting as a key point of reference, responding to queries, allocating tasks, and providing ongoing performance feedback.
- In conjunction with the Recreation Operations Coordinator, ensure all Outdoor Rental staff have been inducted, have current first aid certificates, defibrillator training, and fire evacuation training.
- Ensure training aligns with industry best practice and incorporates tikanga Māori where
- appropriate.
- Contribute to the continuous improvement of operational systems, service delivery, and staff development initiatives.

Administration and Reporting:
- Provide administrative support including document updates, correspondence, record-keeping, and procedure/manual development.
- Maintain and update Health and Safety documentation for the Outdoor Rental Centre and Trotters Gorge Hut
- Develop a roster to meet the daily operational requirements of the Outdoor Rental Centre
- Discuss Outdoor Rental usage and behaviour at weekly huis.
- Report on any issues or incidents to the Assistant Manager Fitness and Facility.
- Prepare and submit a monthly report to the Assistant Manager (Fitness and Facility).
- Maintain regular communication with the Assistant Manager (Fitness and Facility) regarding operational matters, issues, and improvements.

General:
- Demonstrate a passion for the outdoor environment and a strong commitment to enhancing student experiences.
- Work in the Outdoor Rental Centre for approximately 30 hours per week as part of regular scheduled hours.

- Provide additional support in the Outdoor Rental Centre during peak or busy periods as required.
- Organise cover when staff are unable to work.
- Assist in any other events carried out by the department.
- To perform any other associated duties which enable the smooth operation of Unipol and any other activities related to student recreation.

3. KEY RELATIONSHIPS:

Internal:
- Students.
- All staff of Recreation Services.
- All University of Otago and Otago Polytechnic Staff.
- Residential College Staff.
- Club and Societies.

External:
- Members of Unipol.
- Members of the Public.
- Otago University Students' Association.
- Relevant Outdoor Providers.
- Relevant Outdoor Suppliers and Manufacturers.
- Local Businesses for repairs and services.

4. QUALIFICATIONS & EXPERIENCE:

Essential:
- A relevant tertiary qualification, or recognised industry qualifications (such as NZOIA or NZQA), in Outdoor Recreation and/or Management.
- Professional work experience in the outdoor sector, rentals or equipment.
- A strong student service ethic, with the ability to work effectively with diverse groups of people
- First aid certificate
- Driver's license

Preferred:
- Relevant experience in maintaining outdoor equipment.
- Experience working in the tertiary sector.
- Knowledge of local Māori culture, traditions and protocols is highly desirable.
- Experience with the development and implementation of relevant systems, frameworks and associated policies and procedures.

5. TECHNICAL SKILLS & KNOWLEDGE:

Essential:
- Strong understanding of Te Tiriti o Waitangi principles and their application within an outdoor recreation context.
- Demonstrated passion for and commitment to delivering high-quality student recreational experiences.
- Ability to work effectively in a fast-paced, high-demand recreation environment.
- Ability to identify, manage, and mitigate hazards to ensure equipment safety and safe use.

- Strong organisational skills, with the ability to manage multiple tasks and competing priorities.
- Understanding of tertiary students, particularly the Otago student lifestyle and experience.
- Strong critical thinking and problem-solving skills.

Preferred:
- Proven experience in maintaining and servicing rental equipment such as bikes, tents, surfboards, and sport equipment.
- Demonstrated ability to build and maintain effective relationships with local businesses and external providers to coordinate repairs and services.

6. SPECIAL REQUIREMENTS:

- A flexible approach to working hours is necessary, as recreation delivery occurs outside of normal work hours and on weekends.
- Must be available to work between the hours of 9am-7pm Mon-Fri and some weekend work during busy periods.

7. DIRECT BUDGET ACCOUNTABILITY:

- Management of the Outdoor Rental Centre budget of approx. $120K
- Spending Authority: Up to $5000 for equipment parts and consumables.

8. EQUITY AND DIVERSITY:

Act in a manner consistent with the University's commitment to anti-racism and the co-creation of accessible, safe, respectful, and welcoming environments where all students and staff are supported to achieve their full potential.

9. MĀORI STRATEGIC FRAMEWORK:

Act in a manner consistent with the principles and implications, as well as the University's commitment to the Treaty as articulated in the Māori Strategic Framework.

10. PACIFIC STRATEGIC FRAMEWORK:

Act in a manner consistent with the strategies and goals contained in the University's Pacific Strategic Framework, role-modelling and promoting Pacific values, equity and diversity principles and cultural safety practices.

11. HEALTH & SAFETY:

Act and work in a manner compliant with current health and safety at work legislation and University procedures, frameworks and guidelines. Role model safe behaviour and practices, share the responsibility to prevent harm and contribute to a safe campus and work environment, including raising workplace health and safety concerns for self, students, visitors and other staff.

12. SUSTAINABILITY:

Act in a manner consistent with the University's sustainability commitments; role-modelling sustainable practices, with a particular emphasis on minimising the environmental impact of day-to-day activities.