



January 2026

POSITION DESCRIPTION - BIKE HUB ASSISTANT

BACKGROUND

EcoMatters Environment Trust (EcoMatters) is a charitable trust that was formed in 2002. Today it is focused on building healthy environments together with the community. EcoMatters provides information and services on a wide range of sustainability topics including: waste minimisation, energy and water conservation, ecological restoration, freshwater quality, community gardening, and of course...supporting and activating cycling in the community.

Ecomatters opened its first Bike Hub at the New Lynn site in April 2017. Our Bike Hubs are designed to help support the community to cycle more, by offering the following services:

- free basic bike servicing advice & support (working alongside visitors to help teach them those skills)
- used bikes for sale and loan (checked and serviced bikes that have been donated)
- new and used bike parts and accessories
- fun novelty bikes to try (choppers, mini-penny-farthing, tandems, etc)
- maps and route information
- information about other bike service providers (retailers, AT, Bike Auckland, etc)

In order to achieve this, our Bike Hubs aim to be easily accessible to the community through:

- extensive opening hours (typically Thursday to Sunday, 10am-2pm)
- sites that have good visibility and access for the community and cycling (typically operated from shipping containers)
- accessing the support of volunteers from the community
- at least one paid staff member onsite at all times.

JOB PURPOSE

This Position Description describes the role and responsibility required from the Bike Hub Assistant for the running of an EcoMatters Bike Hub. All duties are to be carried out within EcoMatters policies and procedures, health and safety requirements and laws.

REPORTING AND SUPERVISION

- Reports to: Line manager - Chief Biking Officer, indirectly - Bike Hub Coordinator

RELATIONSHIP MANAGEMENT

Maintain a professional relationship with management, trustees, staff, volunteers and service users and report any concerns over behaviour to management.

KEY ACCOUNTABILITIES

Overall responsibilities include the following duties (although other duties may be assigned from time to time):

Facilities Management

- Support the Bike Hub coordinator to ensure the Bike Hub is open for service during specified opening hours
- Assist customers with advice & answer queries around Biking in general
- Offer hands on support and advice around basic bike maintenance and fixing of their bike (working with the visitor to show them how to undertake the work). This includes brakes, gears, tyres, and chain.
- Teach customers about Bike safety & traffic awareness when possible
- In conjunction with the Bike Hub Coordinator, help to support volunteers onsite.

Relationship management, Communications & Marketing
Support the work of the Bike Hub Coordinator

Health and Safety

- Undertaking suitable training to be a responsible for your own health and safety and volunteers
- Ensuring prudent safety processes are followed on all sites to ensure a safe and healthy place for staff and visitors.

Quality Assurance

- Maintaining EcoMatters' standards of "customer service" (internal / external) with training and individual monitoring.

KEY RELATIONSHIPS

Internal

- Chief Biking Officer, Bike Hub Coordinator
- Volunteers

External

- Visitors to the Bike Hub and public in general

KEY SKILLS REQUIRED**Essential skills:**

- Good communication and community engagement skills
- General mechanical aptitude (could be from work experience or hobbies)
- Reliable and punctual

Desired skills:

- Bike mechanic skills and expertise
- Passion for cycling at a community level
- Knowledge of local cycling routes and other groups/shops
- Experience working in the community sector

General

A genuine commitment to upholding the organisation's vision, mission and purpose.

A genuine commitment to upholding the principles of Te Tiriti o Waitangi, in line with the organisation's commitment to this.

Performance Measures:

Specific goals will be set for the individual and performance will be measured against the goals. These will include key performance indicators (KPI) related to the following areas:

- Relationships with others (as measured by feedback)
- Bike Hub Coordinator
- Volunteers
- Communication skills
- Community engagement
- Support given to your Manager in her/his role
- Feedback from volunteers, community and Iwi
- Personal leadership skills
- Fostering collaboration
- Supporting individuals
- Contribution to improving the costs and quality of Trust operations through effective business management –
 - o Working to plans
 - o Using own time in the most productive way
 - o Health and safety management
 - o adhere to H&S procedures and report incidents/near misses
 - o Zero accidents
 - o Achievement of individual targets as set by the Chief Biking Officer