

All Ability Inclusive Cycling Project Coordinator

About Bikeworks:

Bikeworks is an East London community-evolved social enterprise that uses cycling as a tool to tackle social, economic and environmental challenges across London. We were established to capitalise on the rapid growth of cycling following the announcement of the London 2012 Games and how this could be harnessed to address the inequalities being experienced by those most likely to be left behind.

Bikeworks uses cycling to engage children, young people and adults, providing specialist support to disabled people, including people with a learning disability and mental health support needs, in addition to young people at risk, older people and carers. Our work is impactful on a daily basis.

Over our 15 year history of delivering programmes we have supported thousands of people and changed lives. We do this through delivery of our inclusive cycling clubs, accredited employment and training programme, team building challenges, public bike maintenance, cycle training for children and adults, and much more. We use the cycle to get people physically active, keep well, and feel connected. We focus on communities across London where stubborn health inequalities exist.

Our environment is supportive and energetic. We are a small collaborative team, who deliver incredible social impact as a not-for-profit social enterprise. This includes being recognised for our work during lockdown, when we transformed into an emergency cycle delivery service for vulnerable and shielded Londoners.

As a not-for-profit social enterprise we reinvest our profits back into our community programmes. Bikeworks has a mixed income model, providing us with sustainability over the long-term.

Our Inclusive Community Cycling Program

As an inclusive cycling social enterprise, our mission is for everyone to have access to cycling, while promoting cycling for travel and exercise. Everything we deliver has environmental impact interwoven throughout. Our Inclusive Community Cycling offer, engages people with low-confidence, disabled people, people with mental health needs, and older isolated people, and carers, including people with a learning disability, MS, and cerebral palsy.

We deliver in the spaces and places local people are familiar with, in parks and from community centres, to further increase access, connecting people with each other through regular shared cycle activities while promoting the local areas in the neighbourhoods we work in. As people grow in confidence we promote on-road safe cycling as a sustainable travel solution.

At Bikeworks all our activities are designed to achieve the following outcomes for our beneficiaries and the general public more widely, these are:

- Increased physical activity
- Increased wellbeing (physical, mental, and economic), and
- Increased connectivity (people and places)

Our Inclusive Community Cycling offer is made up of:

All Ability inclusive activities

The core of our service is the All Ability Clubs which are free at the point of access, providing access to a fleet of adapted cycles, such as tricycles, recumbents, wheelchair and platform bikes and handcycles on a regular basis to club members. Our trained Inclusive Cycling Instructors and volunteers are on hand to offer participants advice and provide a warm welcome. Each club has a wide variety of adapted cycles for

use and participants are also now able to hire these through an innovative inclusive cycle rental pilot. In addition the All Ability coordination team also plans and delivers ad hoc and tailored inclusive services such as Bikeability cycle training in SEND schools, mobile/pop-up All Ability taster sessions and inclusive lead rides on a case by case base for a range of clients and funders.

Bikeworks leads on designing curriculums and accredited training to further promote inclusive cycling, including Continuous Professional Development (CPD) for Cycle Instructors.

Cycling for Health

Focused on supporting good mental health, the programme brings together groups of up to 10 people to explore the green spaces and outdoors, embedding the NHS 5 Ways to Wellbeing, with progression routes into volunteering and setting up group rides.

The Ride-Side-by-Side

A cycle taxi with a difference, engaging people experiencing isolation and/ or low confidence, on a cycle made for four. Designed for trips, or to explore the local area, meet other people or invite your friends for fun and connectivity.

Where we deliver

Across East and West London, we have delivered a regular timetable for our popular and well attended All Ability Clubs, at the Queen Elizabeth Olympic Park and Victoria Park (East), and Little Wormwood Scrubs (West). Our offer also extends to Hounslow, Waltham Forest, Newham and other London Boroughs.

Scope of the role:

Our All Ability Clubs are delivered by a team of Inclusive Cycle Instructors (freelance) and Assistant Inclusive Cycle Instructors, supported by volunteers. You will work alongside this team supporting the delivery of the All Ability Club sessions and acting as an important link between the coordination team and the on-the-ground delivery- you are the eyes and ears on the ground. This requires strong communication skills to create a good team atmosphere and deal with daily logistical issues; excellent planning skills to provide timely work schedules for all staff and volunteers: and an encouraging and enabling attitude to uphold the quality of delivery for participants of the All Ability activities.

Under the direction of the All Ability Project Manager you will coordinate the scheduling across our clubs and activities in accordance with funder requirements and delivery deadlines ensuring that activities meet KPI's provided. You will ensure activities are arranged well in advance, that they have the correct ratios of staff and volunteers and that the logistical elements needed for a smooth running event are all in place.

You will also be involved in creating marketing materials to publicise the clubs and events and your creative flair and understanding of social media is a bonus. You will capture accurate data of the participants who attend events using our database systems and will support the All Ability Project Manager in providing quarterly reports for the senior team and for our funders. This includes sourcing interesting stories for case studies to further promote the benefit of All Ability externally and help us win future funding.

Bikeworks will be launching the Inclusive Cycling Centre of Excellence (ICCE) this year, in the lead up to a decade of legacy since the London 2012 Games were hosted. This is an exciting time to join our team, as we continue to build our reputation as a community-evolved social enterprise focused on addressing inequality. By joining our impactful team in this key role, you will be supporting Bikeworks in creating more opportunities and increasing access to cycling for disabled people, and people less likely to cycle. As a small organisation there is a requirement for a flexible approach to working and the ability to undertake other administrative duties as required.

Primary responsibilities

- Schedule All Ability sessions including maintaining accurate records of staffing and work completed on our shared database.
- Book freelance instructors, volunteers and other staff into sessions, communicating staff rotas accordingly.
- Deliver cycling sessions within our inclusive All Ability program alongside Inclusive Cycling Instructors and volunteers as directed by the Project Manager (up to 40% of your time) providing a welcoming, supportive and inclusive presence.
- Drive the All Ability van to deliver bicycles and materials.
- Receive and manage reports of maintenance issues related to our fleet of cycles, reporting them in a timely manner to the Project Manager.
- Plan ahead for logistical requirements needed to deliver activities smoothly, including troubleshooting issues as they arise.
- Manage and respond to enquiries from the public (potential and current club members, their families and/ or carers) that come through a variety of channels and manage attendee bookings for certain All Ability sessions.
- Ensure that all data and consent forms are completed accurately by session staff on our database
- Collate data and produce reports showing beneficiary information, including attendance on a quarterly basis for the senior team, and in accordance to contracts and funder requirements.
- Coordinate any projects as designated to you by the Project Manager e.g. Newham Covid-19 deliveries/collections
- Complete a weekly reconciliation of staff hours used, reporting this to the Project Manager.
- Manage the volunteer team, providing a warm welcome and support to volunteers, including overseeing their induction and training.
- Create marketing materials and feed in ideas for social media messaging to publicise the All Ability program.
- Update the All Ability section of the Bikeworks website with the latest events and information for the public.
- Actively feedback to the Project Manager any potential opportunities relating to funding, partnerships, locations and spaces that further enables Bikeworks to extend its inclusive community cycling offer.
- To take reasonable care for the health and safety of cyclists in accordance with legislation, and government guidelines.
- To attend and be proactive in contributing to Team Meetings, One to Ones, Development
- To act as an ambassador for Bikeworks, representing the organisation externally and leading by example.

Salary and Conditions:

- £21,000 To £25,000 depending on skills and experience
- 1-year contract with expectation to expand
- Full time (37.5 hours). Core office hours are Mon - Fri, 9.00am - 5.30pm however you will also support club and event delivery outside of those hours, some of which are at weekends on an

ad-hoc basis, so you should expect to work on some weekends taking time back in the week as TOIL during the week. The working hours are flexible to your and our timetable and are to be agreed in advance with your Line Manager.

- 25 days holiday + Public Holidays
- Pension contribution
- Participation in the Cycle to Work scheme

Person Specification

Essential Skills & Experience

- Experience and understanding of working with vulnerable adults, such as engaging people who have a physical or learning disability.
- Excellent administration skills including familiarity with standard Microsoft IT packages (including Word, Excel and Outlook) and the ability to complete data records accurately.
- Good organisational skills and the ability to coordinate a variety of operational tasks across multiple sessions and ad-hoc activities and events.
- The ability to work under pressure and use initiative to prioritise own workload and complete a varied range of tasks within specific timeframes.
- Good communication and interpersonal skills, including verbal and written. Including a good standard of English.
- A passion for cycling and the ability to communicate the benefits of cycling to a wide range of people.
- Either a National Standards Instructor (Bikeability) certification – or the willingness to engage and train through the NSI syllabus.
- The ability to engage with people from across a wide range of social groups, abilities and backgrounds.
- An open, patient and supportive manner.
- A full clean driving licence and aged over 25 (to qualify for our company insurance)
- A good understanding of the importance of building relationships with our beneficiaries, partners, funders and others externally of Bikeworks.
- Strong alignment with the values of Bikeworks and the ability to champion these.

Desirable skills and experience

- Familiarity with social media platforms and engaging with a social media audience
- Familiarity with graphic design software packages, Canva, Photoshop etc.
- Familiarity with common cycle maintenance issues or the willingness to learn

Reporting to: All Ability Project Manager

Line Management Responsibility: none

We welcome job share applications though the core office hours must be covered. Please indicate the days and times you would be interested in working.

To apply for the job send a CV (no more than two pages) and a covering letter (also no more than two pages) to ethan.cairns@bikeworks.org.uk

In the covering letter please respond to each point in the person specification outlining why your skills and experience make you suitable for this role.

Application to be received by: **COB 4th July 2021**

Interviews to be held on **w/c July 5th**

Start date: **ASAP**

JD last updated by: L.Nandris June 2021