



## Office & Admin Coordinator

### About the role:

Bikeworks is looking for an Office & Admin Coordinator to join our team. This is a varied role, which will work flexibly between teams, whilst maintaining a steady presence in the Bikeworks office based in the Olympic Park. The role will sit within the Operations Team.

The Office & Admin Coordinator will be responsible for external and internal facing communications, including responding to general enquiries through email and answering the phone. Communicating with members of the community, funders and corporates will be part of the day-to-day work so we are looking for someone with excellent communication skills. The role will also include organising bookings, admin, and reporting, maintaining the CRM system and ensuring all records are accurate and up to date. Due to the agile nature of the role, excellent time management and the ability to proactively feedback to Project Managers promptly is essential.

It is expected that the role will support these projects, alongside the core office tasks:

- [Cycle Training](#)
- [Micromobility](#)
- Teambuilding (a new project)

The right person will be skilled up so that they can step in to support any project area depending on need.

### 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 people 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 Bikeworks' 15-year history of delivering activities, we have supported and positively changed the lives of thousands of people. We do this through the 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, much more. As a not-for-profit social enterprise, we reinvest our profits back into our community programmes.

At Bikeworks we target communities who experience significant and disproportionate inequalities. Never has our role as a community-evolved social enterprise been more important as we continue to live with the effects of the pandemic.

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

**Salary and Conditions:**

- Salary: 23-26k
- Full Time 35 hours per week (Core times Mon - Fri, between 09.00am - 5.30pm) TBC
- 25 days holiday + Public Holidays
- Pension contribution
- Participation in the Cycle to Work scheme
- Permanent Contract, 3-month probationary period
- Office-based role

To apply for this role, please read the Job Description and Person Specification.

Send a CV and Covering Letter to [beth.nichols@bikeworks.org.uk](mailto:beth.nichols@bikeworks.org.uk)

In the Covering Letter please provide examples of how you meet the Person Specification, outlining your skills and experience, and why you would like to work at Bikeworks in this role.

Deadline for Applications: 22nd May 2022

Interviews Dates: 25th and 26th of May 2022

## **Job Description**

### **Scope of the Role:**

The role is responsible for providing a reliable presence within our office and our two training centres, and to be the first point of enquiries for members of the public. In addition to office duties, the role will be responsible for supporting Project Managers to oversee the smooth delivery of our projects. As a team player, you will be flexible and dynamic, happy to jump into busy projects and apply your organisation and communication skills to help solve problems and improve efficiency.

**On a typical day, you might:** answer customer enquiries and direct them to the relevant department/team, support a Project Manager with booking an instructor for an upcoming Cycle Training Course, input feedback data into the CRM, print certificates for participants, send confirmation emails to participants, attend and contribute to the weekly Operations Meeting.

As we continue to scale our offer to corporates and businesses we require people who will focus on quality delivery, providing a professional service, while acting as an ambassador for the whole of Bikeworks.

### **Office/Centres Coordination**

- Answer the phones and enquiries inbox, fielding and referring enquiries in a timely and accurate manner
- Coordinating bookings in our two Training Centres, ensuring access and that safety equipment is available
- Providing a friendly and welcoming service to members of the public who drop into the office and training centres
- Ensuring training centres are ready for activities and that staff are informed when it is not available
- Maintaining a clean and organised office space; purchasing stock and equipment
- Supporting Operations Manager with implementing place and people based HR Policies
- Handling petty cash float

### **Project Admin Support**

- Build relationships with customers
- Communication with freelancers relating to their onboarding, documentation, ongoing support and booking work (overseen by relevant Project Manager)
- Follow data and systems processes to ensure efficiency and consistency across projects and activities.
- Attend and contribute to Team Meetings
- Ensure the shared drive and its folders are updated and used efficiently.
- Update CRM system and contribute to the accurate reporting of Bikeworks activities
- Any ad hoc tasks that might come your way

## **Person Specification**

### **Essential Skills & Experience**

- Minimum 1 to 2 years of administrative support, preferably in a charity, NGO, not-for-profit or social enterprise setting
- Excellent spoken and written communication skills in English
- Experience of following processes and procedures to detail
- Experience of managing office stock

- Experience of handling a petty cash float
- Strong IT competency including in: Gsuite, Excel, Microsoft Packages, Xero, Hootsuite, CRM systems
- Strong customer service skills
- Ability to work proactively and independently, as well as part of a team
- Ability to promote and sell the products and services of Bikeworks to a wide audience of customers
- Experience of working on own initiative, to organise and prioritise work
- Knowledge of the cycling sector and it's opportunities
- Strong alignment with the values of Bikeworks and the ability to champion these