



Cycle Taxi Project Manager

About Bikeworks:

Bikeworks is a London based community-evolved social enterprise, using cycling as a 'tool for good' for addressing social, economic and environmental challenges. Established to seize the legacy opportunities of the London 2012 Games, Bikeworks continues to address the inequalities experienced by those most likely to be left behind, and it's this founding vision that shapes everything we do.

Bikeworks creates impact every day. Since 2006, we have supported many thousands of people over the years 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. Using cycling we focus on people and communities across London where disproportionate inequalities exist, supporting people less likely to have the opportunity to get physically active, keep well and feel connected.

Our environment is supportive and energetic. We are a small collaborative team, who deliver incredible social impact.

As a not-for-profit social enterprise, we reinvest our profits back into our community programmes. Bikeworks has a mixed income model that supports our sustainability and ability to achieve our vision.

Our Vision: Everyone, everywhere has access to cycling.

Our Mission: Creating an inclusive environment for people to come together and enjoy cycling for travel, leisure, and wellbeing.

Our Values

Inclusive

Our skilled team and exciting fleet of cycles provides access to cycling for people from all backgrounds and cycling ability. Our expertise, developed over many years, informs all our work, so that everything we do is inclusive. To achieve our vision we also share our expertise with others.

Fun

Is important for creating memorable and meaningful experiences for everyone, and for contributing to everyone's wellbeing.

Innovative

We turn inner tubes into team building activities, make smoothies using pedal power, and can find a cycle for anyone.

Our Outcomes

All our activities are designed to increase physical activity, improve wellbeing and build connectivity – between people and places.



About the role:

The Side-by-Side is 'a cycle taxi with a difference', designed to engage people who experience high levels of isolation and loneliness, with a focus on disabled people, carers, older people and people with restricted mobility.

The Cycle Taxi Project Manager will be responsible for the overall implementation and management of activities and for growing relationships with community organisations, charities, housing associations and other stakeholders. The role will coordinate a team of Cycle Taxi Pilots and oversee a small fleet of Side-by-Side Cycles to complete journeys across East and West London locations, with a focus on demonstrating the impact of using the Cycle taxi to address loneliness.

Passengers using the Side-by-Side Cycle taxi can choose to join in and pedal, or just enjoy the company and overall experience. The Cycle Pilots provide a warm welcome to the passengers, engaging in conversation and providing practical support, such as supporting passengers on and off, finding locations of interest to visit and more.

The Cycle Taxi service compliments the activities of [Cycling for Health](#) and [All-Ability Clubs](#), under our Inclusive Communities Cycling Programme.

For an up-close look to discover what the Side-by-Side Cycle Taxi is, check out the following:

[Side by Side Cycle Taxi](#)

[All Ability and Ride Side-by-Side](#)

Funding for the Cycle Taxi is confirmed for the next 12 months, our expectation is for the Project Manager role to develop with the organisation, as we continue to scale our impact across all areas of Bikeworks.

Salary and Conditions:

Salary:	£28,000
Hours:	Full Time, 37.5 hours per week. Some weekend work may be requested.
Leave:	25 days leave + Public Holidays
Other Benefits:	Pension contribution at 3% Participation in the Cycle to Work scheme
Contract Type:	Initial 12-month contract, continuation based on securing funds
Location:	The Queen Elizabeth Olympic Park, E20
Responsible to:	Programme Manager
Responsible for:	Team of Cycle Taxi Pilots (circa 12 PAYE & Freelance) Admin Support



How to apply:

Deadline for Applications: Midnight on 26th June 2022. Applications will be reviewed on a rolling basis.

Interviews Dates: w/c Jun 27th

Start Date: ASAP

To apply for this role please review the Job Description and Person Specification below, paying attention to the essential criteria.

Send your CV and Covering Letter providing 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.

Please send your CV and Covering Letter to: lucy.nandris@bikeworks.org.uk

In the subject header of the email please put: RSBS Project Manager Application and your name

Right to Work:

Please note we are only able to accept applications from candidates who have the right to work in the UK.

Equal Opportunities:

Bikeworks is committed to inclusion. We want to ensure that our team represents a wider cross-section of society, this means providing access to everyone. If you require any reasonable adjustments to be made to support you in applying or at interview, please do let us know.



Job Description

Scope of the Role:

The role is responsible for overseeing and successfully implementing the Cycle Taxi service, supporting Bikeworks to further develop this as a key offer under our Inclusive Communities Cycling Programme.

The role requires empathy and understanding of the barriers for people being referred, and will address these by harnessing the wider knowledge of the Bikeworks Team with the ultimate goal of demonstrating how the Cycle Taxi, as an alternative transport choice, can address feelings of loneliness.

A core part of the role includes scheduling the Cycle Taxi Pilots for daily activities, coordinating trips and booking passengers and community groups. The role also involves monitoring and reporting on the service to enable the evaluation of the delivery; stakeholder engagement, promotion and marketing; finance and human resource management, while overseeing the maintenance needs of the Cycle Taxi fleet in liaison with the Fleet Manager.

The role will need to collaborate with other Bikeworks colleagues to achieve the goals and outcomes attached to delivery, maintaining good relationships and communication both internally and externally of Bikeworks, including actively supporting the on-going development of the Cycle Taxi service.

It is our expectation that as we keep developing this important area of delivery, you will want to develop with us.

Implementation and Delivery

- Lead on implementing the Cycle Taxi business case and annual plan
- Develop the service in response to the needs of the beneficiaries and the outcomes described
- Deliver contract/s to the KPI's, timeframes and budgets provided, highlighting any variances
- Maintain and develop relationships with stakeholders, e.g., community groups, housing associations, Local Authorities, NHS.
- Communicate the benefits and overall impact of the service with stakeholders (see above)
- Put in place the resources required for the smooth delivery of the service, e.g., staff, cycles, equipment.
- Manage and increase the number of referrals for groups and for individual bookings.
- Coordinate the daily trips, this includes the Cycle Pilot schedules, and updating passengers or organisation with timely information.
- Ensure the trips taken, staff and participant data is accurately recorded in the database system.
- Be responsible for the secure storage and maintenance of a small fleet of Side-by-Side Cycles, liaising with the Bikeworks Fleet Manager to flag repairs and general issues.
- Implement a Side-by-Side Cycle maintenance reporting process for the Cycle Pilots, keeping service disruption at a minimum and maintaining the cycles to the quality required.



- Collaborate with other colleagues across the Inclusive Communities Cycling Programme, fostering a joined-up approach for referring beneficiaries across the complimentary activities.
- Act as a Cycle Pilot, in case of an emergency, e.g., unplanned leave, sickness.
- Create social media and other marketing materials to promote the programme and its aims to potential beneficiaries and other stakeholders.
- Provide information and materials to support new business opportunities and funding applications.

Finance

- Manage and monitor financial expenditure, including accurate inputting of data regarding pilot pay, session activities and cancellations.
- Provide timely, accurate information, as requested by the Finance Manager. Attending and actively contributing to monthly project finance meetings.

Monitoring, Reporting and Evaluating

- Track, monitor, and report on the beneficiaries and activities, in line with organisational and funder requirements.
- Provide information, including case studies and feedback, supporting Bikeworks to demonstrate the social and environmental impact it makes.

People

- Recruit, train and manage daily activities for a team of Cycle Pilots.
- Ensure all Cycle Pilots provide passengers with a warm welcome and positive attitude.
- Ensure the team is equipped with the knowledge and confidence for supporting the Cycle Taxi passengers, including different access needs.

Organisational

- Act as an ambassador for Bikeworks, representing our values and culture, leading by example at all times.
- Build relationships internally at Bikeworks, and externally, e.g., with the public
- Respond to enquiries through phone, email and online booking system in a timely and friendly manner.
- Actively participate in all learning opportunities provided, including legislation updates.
- Adhere to the policies and procedures of Bikeworks, implementing these and keeping up to date, e.g. GDPR, Reporting Incidents, Health and Safety.
- Attend and proactively contribute to Team Meetings, One-to-Ones, and Development Sessions
- Ensure the shared drive and its folders are updated and used efficiently.
- Any ad hoc tasks that might come your way

Person Specification



You must meet the following criteria for the role

Essential Skills & Experience:

- Minimum 2 years of project management experience, preferably in a charity, NGO, not-for-profit or social enterprise setting
- Excellent spoken and written communication skills in English
- Experience of effective team working and knowledge of what makes a good team.
- Excellent people-skills with experience of communication across a wide range of stakeholders including excluded and vulnerable groups.
- Experience of working on own initiative, organising and prioritising work to anticipate and resolve problems in a time pressured environment.
- Experience of working with and maintaining information accurately in a database.
- Strong IT competency including in: G Suite, Excel, Microsoft Packages, Xero, Hootsuite, CRM systems
- Knowledge of the cycling sector and it's opportunities
- Strong alignment with the Mission Vision and Values of Bikeworks and the ability to champion these.

You do not need to meet the following criteria for the role, we would be interested to know if you have any of the following

Additional Skills & Experience:

- Cycling Instructor qualification.
- Confident cyclist, able to make journeys on road
- Knowledge of cycle maintenance, including the ability to carry out basic or intermediate maintenance of hydraulics, suspension, and e-assist technology.
- Experience of supporting people with physical disabilities, or sensory needs.
- Experience in creating visually engaging marketing materials and use of social media channels.
- Drivers license