



Operations 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. 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 Operations Manager holds a key role on the Senior Management Team, leading the delivery of our commercial offer, while overseeing the smooth running of the organisation by working in collaboration with the Programme Manager and Finance Manager, under guidance from the Co-CEOs.

As Operations Manager, your team leads on and manages the commercial offer for Bikeworks and overall office management. This includes, answering customer enquiries, coordinating event bookings, allocating freelance Cycle Instructors and Maintenance Tutors, writing reports, providing quotes, supporting the on-boarding of new people, managing end-of-month processes.

The right person will be able to initiate and maintain good relationships, coordinate activities simultaneously, provide excellent internal and external communication, whilst keeping an eye on the details, they should feel comfortable handling contracts, finances, and policies.

Bikeworks is scaling and adapting its offer to corporates and businesses, the Operations Manager is important for ensuring our offer is relevant for the opportunities presented, including the needs of our beneficiaries and stakeholders, while keeping our delivery professional and to a high quality.

Find out more about the services under our commercial offer here:

- [Cycle Training](#)
- [Dr Bike Sessions](#)
- [Cycle Maintenance Courses](#)
- [Cycle Deliveries](#)

As well as overseeing the Operations Team to deliver our commercial services, the Operations Manager leads on the continuous development of the delivery processes and procedures for Bikeworks, focusing on specific improvement projects to ensure effective and efficient processes are implemented that enhance service delivery.

Salary and Conditions:

Salary:	34-38k
Hours:	35 hours per week
Leave:	25 days leave + Public Holidays
Other Benefits:	Pension contribution is at 3% Participation in the Cycle to Work scheme
Contract Type:	Full Time, Permanent
Location:	Bikeworks office, Queen Elizabeth Olympic Park, Lee Valley
Responsible to:	Co-CEO
Responsible for:	Line management of 2 x Project Managers, overseeing team of 6
Deadline for Applications:	1pm, Monday 11 th July 2022



Interviews Dates: 14th July, 15th July, 18th July
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: jim.blakemore@bikeworks.org.uk
In the subject header of the email please put: **Application for Operations Manager role**

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 key for bringing together Bikeworks' growing portfolio of delivery to ensure efficiency, connectivity and quality, while developing processes and systems. Engaging core and freelancer staff to effectively achieve the organisations outputs and outcomes. Promoting the role of inclusive-cycling and the impact Bikeworks makes.

On a typical day you might: attend a funder meeting to report on the progress of a project; assist with the development of a new business opportunity; support colleagues in conducting interviews - ensuring the recruitment process is followed; review and update an internal policy; plan the roll-out of a new contract with the Project Manager.

People and Relationships

- Line-manage a team of project managers, leading a team of 6-8 people
- Oversee a centralised pool of 60+ freelancers
- Manage HR processes for staff including contracts and recruitment process, working with the external HR specialist as required
- Initiate and maintain relationships with customers, partners and stakeholders.
- In collaboration with the Programme Manager, ensure the team builds and maintains positive relationships with the public, participants, partners, stakeholders, and each other.

- Ensure the staff under your line management have regularly updated work plans, showing clear objectives, in line with the strategic goals of Bikeworks, and funder or contractual obligations.
- Coordinate staff inductions, making checks to ensure the onboarding process has been adhered to.
- Work closely with key leads to ensure our centralised freelancer pool, are continuously developed to ensure a high-quality standard of delivery
- Oversee Project Managers recruiting and onboarding new freelancers ensuring recruitment policies are implemented
- Work collaboratively with the Programme Manager and the Finance Team to update HR records and manage leave requirements.

Project Leadership

- Provide quotes and costing for products and services, using knowledge of Bikeworks to sell these
- Meet the key performance indicators attached to our contractual delivery
- In collaboration with the Programme Manager, develop and update processes to increase efficiency and consistency across projects and activities.
- In collaboration with the Programme Manager, lead on implementing the successful delivery of activities and projects by supervising and developing the team. Making sure the 'bigger picture' is communicated and understood.
- Ensure the adequate recording and management of all data.

Organisational

- Communicate and implement the Bikeworks strategic plan with project managers and activity leads.
- Work alongside the Co-CEO's and business development leads to identify and win new funding and other opportunities to enhance the social impact Bikeworks makes.
- Represent externally and internally as required, acting as an ambassador for Bikeworks.
- Highlight any negative feedback as part of the organisation's continuous improvement process, putting in clear steps to address and resolve.
- Attend and be proactive in leading on contributing to Team Meetings, One to Ones, Development Sessions and other meetings as requested.
- Manage the new CRM system. Feeding into the continual improvements of these, implementing as required, new organisational processes to increase efficiency.
- Use data to complete the timely and accurate monthly monitoring reports.
- Ensure staff and freelancers providing and inputting the data are confident in understanding and recording this correctly.
- Co-manage the Bikeworks website, its content and user experience, ensuring there is a consistent tone throughout, information is accurate, and all website enquiries are acted upon.
- Take part in the fortnightly 'comms' meetings, ensuring project managers are consistently providing social media content.
- Annually renew all insurance policies; maintain and updating the organisational policies and procedures



- Ensure the shared drive and its folders are updated and used efficiently.
- Work closely with the Finance Manager to ensure end of month processes, including payroll and invoicing, are accurate and timely.
- Attending and contributing to trustee meetings and minute-taking.
- Keep up to date with new legislation, procedures and techniques that benefit the delivery of Bikeworks' activities and services.
- Take reasonable care for the health and safety of participants in accordance with legislation, and government guidelines.
- Any ad hoc tasks that might come your way.

Person Specification

You must meet the following criteria for the role

Essential Skills & Experience:

- Minimum 3 to 5 years of project and/or operations management, preferably in a charity, NGO, not-for-profit or social enterprise setting
- Excellent problem-solving skills
- Experience of working to and achieving targets and KPI's
- Experience of managing people and teams, including knowledge of what makes a good team
- Experience of managing budgets and reporting on financial information
- Excellent oral and written communication and interpersonal skills
- CRM Management
- Strong IT competency including in: Gsuite, Excel, Microsoft Packages, Xero, Hootsuite, CRM systems, Website Management
- 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
- Strong alignment with the 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:

- GDPR Protocol and Processes
- An interest in or experience of social media/marketing
- Our team is made up of people with all sorts of cycling skills and backgrounds, if you have a keen knowledge of the cycling sector and its opportunities this would be welcomed, however as a 'people based' organisation we are more interested in how your values align with our own.