



Side-by-Side Cycle Taxi Pilot

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 people with health issues and people with restricted mobility such as older people and those with visual impairments.

The Side-by-Side Project Cycle Taxi Pilots are the public face of the cycle taxi service. The primary responsibility is to provide a warm welcome to the taxi users, engaging them in conversation (including listening) and providing practical support to ensure they enjoy the cycle taxi service safely. The Pilot is responsible for the health and safety of the taxi passengers and themselves throughout the duration of their shift on that vehicle and for the safe and responsible use of the cycle taxi vehicle itself.

Passengers using the Side-by-Side Cycle Taxi can choose to join in and pedal, or just enjoy the company and overall experience. The Side-by-Side 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:

[What is the Ride Side-by-Side](#)

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

Funding for the Ride Side-by-Side 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: £25,000 FTE*

Hours: Contracts are for between 2-5 days a week, on fixed days of the week, across 5 days of the week (Mon-Fri) with a regular weekend coverage rota required (approx 1 weekend day per 6 week period).

1 day is an 8 hour shift 0900-1700 with half an hour (unpaid) lunch.

Each day is made up of 3 sessions of 2.5hrs long with 1.5hrs being 'contact time' with the beneficiaries and the remaining time for moving between locations.

Leave: 25 days leave + Public Holidays- Pro rata (not for freelancers)

Other Benefits: Pension contribution at 3% (not for freelancers)
Participation in the Cycle to Work scheme (not for freelancers)

Contract Type: This is a PAYE contract for an initial 12-months, continuation based on securing further funding (not for freelancers)

We also have some freelance work available at a rate of £18/hr.

Location: Your work day will start at a fixed location and cover a fixed geographical area. You may be requested on occasion to cover a different geographical area on one of your days.



Responsible to: Project Manager

Responsible for: n/a

How to apply:

To apply for this role please review the Job Description and Person Specification, paying attention to the essential criteria, and complete the [online application form](#). You will be asked to attach a CV and a covering letter to your application to outline your suitability for the role and why you would like to work at Bikeworks.

Deadline for Applications: Applications will be reviewed on a rolling basis

Earliest start Date: July 1st- this will vary in different locations as the project progresses.

Selection Interviews: After reviewing your application, if you are deemed suitable you will be invited to attend a practical selection session where you will be interviewed for the role, and have the chance to ride one of the cycle taxis.

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- we welcome applications from neurodivergent applicants and people with disabilities. If you require any reasonable adjustments to be made to support you in applying or at interview, please let us know on your application form, or contact lucy.nandris@bikeworks.org.uk if you require additional support or an alternative application process.



Job Description- Side-by-Side Cycle Taxi Pilot

Scope of the Role:

The Side-by-Side Cycle Taxi Pilots are the public face of the cycle taxi service and the primary function is to provide a warm welcome to the riders, engaging them in conversation (including listening) and providing practical support for them to enjoy the cycle taxi service safely. You will meet and greet riders, support them in how to get on and off the cycle and plan and execute suitable routes to locations of their choosing. You may also plan leisure routes to introduce riders to the local area and show them the ease with which they can make journeys on the vehicle. Riders may be vulnerable, socially isolated adults with limited mobility.

The Pilot is responsible for the health and safety of the vehicle, the passengers and themselves throughout the duration of their shift on that vehicle. This means being responsible for checking the vehicles roadworthiness, logging details of each trip and remaining in close contact with the project manager to report mechanical or other issues throughout the shift. You are also responsible for liaising with key stakeholder groups, including community groups who may allow us to dock the vehicle on their premises, groups who refer passengers, and members of the public who may be interested in accessing the service.

The role requires empathy and understanding of the barriers for people being referred, and will involve collecting data and good news stories about the Side-by-Side service and how it is successfully used as an alternative transport of choice to address feelings of loneliness. You will also communicate with members of the public, including other road users, to communicate to them the purpose and benefits of the service.

You will liaise closely with the Side by Side Project Manager who will coordinate your work and schedule in the bookings to the vehicles.

Implementation and Delivery

- Provide a warm and encouraging welcome to cycle taxi riders, building rapport and engaging with their conversation.
- Liaise closely with the Project Manager to manage a daily diary of trips: logging rider details, pick-up and drop-off locations and any incidents in accordance with policy.
- Carry out routine daily mechanical checks on the cycle taxi and carry out basic adjustments to ensure that the cycle is only used when safe to ride.
- Report mechanical issues in a timely manner to ensure that mechanical issues are prevented/resolved early.
- Docking and undocking the cycle taxi securely according to guidance, including charging and rotation of batteries - cycle undocking can involve some element of physical upper body strength to manoeuvre the vehicle but training is given.



- Plan and follow appropriate cycle journeys using a range of accessible routes both on and off road within a given geographical area using a navigation app or creating your own routes whilst keeping to a timetable.
- Pilot the cycle taxi on the road in accordance with the Highway code, engaging with members of the public and other road users in a positive manner to diffuse situations.
- Act as an ambassador for Bikeworks when engaging with all stakeholders- cycle riders and community groups, to build awareness of the program and promote increased take up of the service.
- Contribute to the promotion of the RSBS taxi service by identifying opportunities to capture information, including case studies and user feedback for the Project Manager to act upon to further promote the program and evolve delivery to address the needs of the targeted population.
- Communicate opportunities for future collation with stakeholders to increase the reach of the service to the project manager

Monitoring, Reporting and Evaluating

- Track, monitor, and report on the beneficiaries and activities, in line with directions from Project Manager.
- Identify opportunities for case studies to support Bikeworks to demonstrate the social and environmental impact of the cycle taxi service.

Organisational

- Act as an ambassador for Bikeworks, representing our values and culture in your interactions with colleagues, beneficiaries and the public.
- Respond to communications regarding your work through phone, email and online booking system in a timely and professional 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 as requested

Person Specification

You must meet the following criteria for the role

Essential Skills & Experience:

- Excellent people-skills and empathy, with experience of communication across a wide range of stakeholders including excluded and vulnerable groups and the general public.
- Experience of engaging with people with disabilities or with additional support needs in a work or voluntary setting.
- Have a good understanding of the Highway code and able to follow the rules of the road:
 - Be a qualified NSI cycling instructor / First4Sport Level 2 award in instructing cycle training qualification
 - and/or have a valid UK driver's licence
 - and/or Be a confident cyclist able to make journeys on road.
- Ability to work outdoors in all weathers in a physical role.
- Good spoken and written communication skills in English.
- Experience of managing admin tasks in an accurate and efficient manner
- Basic knowledge of cycle maintenance, e.g. common mechanical issues on 2 wheeler or adapted cycles or a demonstrable aptitude for practical tasks and a willingness to learn.
- Strong alignment with and the ability to champion the Mission, Vision and Values of Bikeworks.