

## **Fleet 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 Fleet Manager is responsible for leading on the coordination, maintenance and overall safety for our fleet of exciting cycles located across containers and spaces in East and West London. Coordinating availability across project delivery and our multi-park locations, the newly created role is the first point of contact for all fleet cycle maintenance enquiries for project managers, and other members of the Bikeworks team.

The Bikeworks fleet of cycles includes adapted and non-standard cycles. As part of the role Bikeworks will develop the right person to acquire the additional skills needed to maintain and upkeep our fleet. You must however have the cycle mechanical skills required as set out in the Essential Skills section.

**Salary and Conditions:**

**Salary:** FTE £28,000 Pro Rata  
**Hours:** 2 days a week  
**Leave:** FTE is 25 days leave Pro Rata + Public Holidays  
**Other Benefits:** Pension contribution is at 3%  
Participation in the Cycle to Work scheme  
**Contract Type:** Fixed Term - One Year  
**Location:** Queen Elizabeth Olympic Park, E20  
  
**Responsible to:** Operations Manager  
**Responsible for:** N/A

**How to apply:**

**Start Date:** September 2022

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: **zoe.portlock@bikeworks.org.uk**  
In the subject header of the email please put: **Fleet Manager**

**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 Fleet Manager is responsible for leading on the coordination, maintenance and overall safety for our fleet of exciting cycles located across containers and spaces in East and West London. Coordinating availability across project delivery and our multi-park locations, the newly created role is the first point of contact for all fleet cycle maintenance enquiries for project managers, and other members of the Bikeworks team.

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The role is critical in supporting the team in delivering incredible social and environmental impact, while improving our overall operational efficiency. As a team player, you will be knowledgeable with good communication skills, happy to jump into a busy environment while sharing your passion for cycles.

**On a typical day, you might:** speak to a Project Manager who requests the servicing of 8 cycles to be ready for next week's Cycling for Wellbeing delivery. Attend and contribute to the weekly Operations Meeting on a Friday morning. Coordinate the repairs of the cycles, as flagged by the team, based on the prioritisation for the month ahead using the delivery timetable.

#### **Fleet Coordination and Availability**

- Provide a friendly, can-do approach.
- Answer phone and email enquiries from colleagues in a timely and proactive manner.
- Build relationships with the team and externally as appropriate.
- Coordinate the availability of fleet cycles across our projects team.
- Ensure the cycles are ready for activities and staff are informed of any issues.
- Ensure the process established for fleet maintenance and usage of the cycles is implemented and adhered to by the team.
- Address all health and safety concerns identified, logging these and feeding back.
- Support the Operations Manager and Programmes Manager with planning for fleet usage.
- Make recommendations for the disposal of cycles that are not fit for purpose and/ or usage.
- Implement and continually improve the centralised system for the reporting of mechanical issues
- Keep the Operations Manager updated on workload and overall status of the fleet.

### **Cycle Maintenance and Storage**

- Be responsible for the maintenance and upkeep of our fleet of cycles.
- Receive and manage reports of mechanical issues and resolve them in a timely way.
- Maintain a clean, organised fleet of cycles across different locations.
- Maintain good organisation of the containers and how the cycles are stored.
- Implement and continually improve the centralised system for the accounting of stock and equipment
- Report and resolve issues relating to the storage facilities, for example maintaining locks, security
- Track and log the working hours of any additional mechanics used.
- Ensure all staff are accountable for the safe and efficient usage of the fleet.
- Induct staff while encouraging a sense of ownership, on how to store cycles and the expectations of using the cycle fleet.
- Manage and adhere to a budget for cycle parts and equipment, including any personal protection equipment (PPE).
- Ensure the fleet is fit for purpose by recommending additional or replacement cycles, including the costs associated to the purchasing of these.

### **General**

- Attend and contribute to Team and Operational Meeting.
- Follow data and systems processes to ensure efficiency and consistency across the organisation.
- Ensure information is created in the shared drive and its folders are updated and used efficiently.
- Any ad hoc tasks that might come your way, appropriate to the role.

### **Container, Spaces and Places**

An overview of the the venues and types of spaces used to store the Bikeworks fleet of cycles is as follows:

#### East London

Victoria Park, Tower Hamlets | 1 container

Queen Elizabeth Olympic Park, Newham | 3 containers

#### West London

Little Wormwood Scrubs, Hammersmith & Fulham | Space

Maxilla Walk, Kensington and Chelsea | Space

St Augustine's Primary School, Hammersmith & Fulham | Space

Dalgarno Garage, Kensington & Chelsea | Space

## **Person Specification**

### **You must meet the following criteria for the role**

#### **Essential Skills & Experience:**

- L2 City & Guilds or CyTech Cycle Maintenance
- Two-years professional experience of working on a variety of cycles
- Proven cycle repair knowledge, including hydraulic brake systems, hub gear systems, wheel building and repairs, and electric-assist technology
- Experience, or the desire to learn to apply maintenance skills to non-standard cycles
- Planning and problem-solving- you'll be identifying issues and coming up with solutions quickly and effectively as well as planning longer term.
- The ability to lead, you'll be guiding and mentoring the team to ensure our incredible fleet of cycles are respected and looked after.
- Experience of being a team player, everything we do is reliant on accessing our fleet of cycles
- Great communication skills, verbal and written.
- IT skills, including emails, creating documents, filing and inputting information/ data
- Passionate about cycling and that everyone should have access to cycling.

### **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:**

- Driving Licence