



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:

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 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 Cycle Taxi can choose to join in and pedal, or just enjoy the company and overall experience. The service compliments other activities delivered to excluded communities across London, such as the [All-Ability Clubs](#).

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](#).

Deadline: Applications are reviewed on a weekly rolling basis until all roles have been filled

Salary and Conditions

Salary: £25,000 FTE

Contract: Fixed Term to the end of May 23
expected continuation will be in line with securing new funding.

Hours: Minimum 2 days a week. Maximum 5 days a week
Days are calculated at 7.5 hours per day.
Half an hour (unpaid) lunch.

Leave: 25 days leave + Public Holidays Pro rata

Other Benefits: Pension contribution at 3%
Participation in the Cycle to Work scheme

Location: Available across our hub locations, across East and West London

Responsible to: Cycle Taxi Project Manager

Responsible for: N/A



How to apply:

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

Interviews:

If you meet the criteria for the role you will be invited to attend a practical selection session. This is where you will also have the chance to try 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. If you require any reasonable adjustments to be made to support you in applying or at interview, please do let us know.

Job Description Cycle Taxi Pilot

Scope of the Role:

Cycle Taxi Pilots are the public face of the Bikeworks Cycle Taxi Service. The primary function is to provide a warm welcome to passengers, engaging in conversation - including listening, while providing practical support, to ensure everyone you meet has an enjoyable cycling experience. Passengers may be vulnerable, socially isolated adults with limited mobility.

You will meet and greet passengers, provide support for getting on-and-off the cycle taxi, plan and execute suitable routes to the locations of their choosing. Now and then you will plan leisure routes to familiarise passengers with the local area.

The role requires empathy and understanding of the barriers of the people using the Cycle Taxi service. You will be key in providing feedback and stories of how the service is making a positive difference and being successfully used to address feelings of loneliness.

Having received training, Cycle Taxi Pilots are responsible for the health and safety of the Cycle Taxi, the passengers and themselves throughout. This means being responsible for checking roadworthiness of the cycle taxi, logging details of each trip and remaining in close contact with the Project Manager to report mechanical or other issues throughout the shift. Please be aware that the undocking of the cycle taxi can involve some physical upper body strength - training is provided.

You will liaise with key community groups and local organisations, who engage and refer passengers, in addition to members of the public who are interested in accessing the service.

The Project Manager will coordinate your work plan for the week and schedule bookings that come through the online booking platform and phone enquiries.

Each day is made up of 3 sessions that are 2.5 hours each, designed so that 1.5 hours is the contact time with passengers, the remaining 1 hour is for travelling between locations and other booked sessions.

Implementation and Delivery

- Provide a warm and encouraging welcome to cycle taxi passengers, building rapport and engaging with their conversation.
- Liaise with the Project Manager to manage a daily diary of trips, logging passenger details, pick-up and drop-off locations and any incidents.
- Carry out a routine daily mechanical check on the cycle taxi.
- Carry out basic adjustments to ensure that the cycle taxi.
- Report mechanical issues in a timely manner to ensure these are prevented/ resolved.
- Docking and undocking the cycle taxi securely, including the charging and rotation of batteries.
- Plan and follow appropriate cycle journeys using a range of accessible routes both on road and off road within a given geographical area using a navigation app or creating your own routes



- Keeping to the daily timetable given, to ensure timely pickups of passengers.
- Pilot the cycle taxi on the road in accordance with the Highway Code.
- Engage with the public and other road users in a positive manner to diffuse situations.
- Carry out promotional work and activities for the cycle taxi by engaging community groups and local organisations
- Under direction from the Project Manager, visit specific venues and events to market and publicise the use of the cycle taxi.
- Support Bikeworks to build awareness of the service and increased take up.
- Communicate opportunities to increase the reach of the cycle taxi service to the Project Manager.

Monitoring, Reporting and Evaluating

- Track, monitor, and report on passengers and activities, using the platform provided.
- Identify case studies to support and demonstrate the social and environmental impact of the cycle taxi service.
- Capture information, including case studies and passenger feedback, for the Project Manager

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:

- Good people skills, with focus on empathy
- Able to communicate across a range of different people and backgrounds, including socially isolated or excluded people. Including disabled people.
- Have a good understanding of the Highway Code and be able to follow the rules of the 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.

How we judge your ability to follow the rules of the road

You can be one of the following:

- Be a qualified National Standards Cycle Instructor. For example, a 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.