



Coordinator | Cycle Mechanics, Maintenance and Logistics

About Bikeworks

Bikeworks is a London based community-evolved social enterprise. We use cycling as a 'tool for good' to address social, economic and environmental challenges across London's communities.

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 is this founding vision that shapes everything we do.

Our environment is supportive, collaborative and energetic. We are a small team delivering incredible social and environmental impact, located in the beautiful surroundings of the Queen Elizabeth Olympic Park, within close proximity of the new arts and cultural district of East Bank.

Bikeworks focuses on people and communities across London where disproportionate inequalities continue to exist. Using cycling to support people less likely to have the opportunity to get physically active, keep well and feel connected.

Bikeworks creates impact every day, providing over 14,000 cycling experiences last year

Since 2006, we have supported many thousands of people over the years and changed lives. We do this through an exciting social business model. This includes our inclusive cycling All Ability Clubs, accredited cycle training programme, public cycle maintenance pop-ups, team building challenges, cycle taxi, cycle riding skills for SEND children and adults, and much, much more.

A for-purpose, not-for-profit, social enterprise

At Bikeworks we reinvest all our profits back into our inclusive community programmes. Using a mixed-income model supports our sustainability and ability to achieve our vision. We are a social mission with a business.



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.

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About the role:

The Coordinator is an important role, supporting the Project Manager to deliver an important and growing portfolio of activities to a great standard, while being responsible for providing office support and maintaining the training delivery spaces in East and West London.

- [Dr Bikes](#)
- [Cycle Deliveries](#)
- [Maintenance Courses](#)

You will be communicating with a wide range of people, including our team of freelance Cycle Mechanics, Tutors and Cycle Delivery Riders, so we are looking for someone with excellent communication skills who has good interpersonal skills. The role includes overseeing the coordination of bookings, the scheduling of events and courses, and producing reports.

As part of the role Bikeworks will develop the right person to acquire the additional skills needed to further support our ambitious plans of scaling the impact we make, both social and environmental.

Salary and Conditions:

Salary:	£25,000 to £27,000
Hours:	Full Time (37.5 hours per week)
Leave:	25 days + Public Holidays
Other Benefits:	Pension contribution is at 3% Participation in the Cycle to Work scheme
Contract Type:	Permanent
Location:	Queen Elizabeth Olympic Park, E20
Responsible to:	Business Operations Lead
Responsible for:	N/A

*We are delighted to share, a Total Rewards Package is being developed and implemented in 2023. This is currently not recognised in the above.

How to apply

Start Date:	ASAP
Deadline:	Please see advert
Interviews:	Week Commencing, please see advert

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



Please send your CV and Covering Letter to: **recruitment@bikeworks.org.uk**
In the subject header of the email please put: **Coordinator**

Please provide 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.

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.

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Job Description

Scope of the Role:

Under guidance from the Project Manager, the role is responsible for providing good administrative and project support across the cycle mechanics, maintenance and logistics portfolio, to ensure delivery is to a high quality. The role assists with the coordination of our Freelance Mechanics and Cycle Delivery Riders, while maintaining the training venues to a good standard.

The Coordinator is key in supporting Bikeworks to deliver the following:

- Cycle Maintenance and Mechanics courses
Accredited and non-accredited, including electric and cargo cycles
- Cycle Health Checks
Dr Bikes and Fleet Maintenance
- Cycle Delivery
NHS & Community
- Green Skills
Cycle related career development pathways

The role interacts across a variety of clients and customers, including the general public, businesses, corporates, charities, Local Authorities, Housing Associations, land and property developers.

You will focus on the quality of delivery and customer experience, coordinating a team of freelance Cycle Mechanics, Tutors and Cycle Delivery Riders, to deliver a scheduled timetable of activities. Providing a professional service, you will be expected to demonstrate great communication skills, trouble-shooting and responding to clients and customers, acting as an ambassador for Bikeworks.

You will support the Project Manager in actively promoting and securing the sales of activities under your portfolio area. Using your strong administration skills to implement these to time and to a high-standard.

While it is not essential to have cycle mechanical or maintenance experience, this is an opportunity to share your passion for cycling while supporting Bikeworks to scale its impact, while learning lots along the way.

As a team player, you will be flexible and dynamic, happy to jump into a busy collaborative environment and apply your coordination skills to support the delivery plans of Bikeworks and overall customer experience.

On a typical day, you might: speak to the participants booked into next week's 5-day accredited course, providing details and answering any queries. Update the CRM. Visit the Maxilla and QEOP Training Hub's to set up the rooms and equipment to ensure these are to a good standard, and ready for delivery. Meet with the Project Manager to provide a status update on the delivery plans for Dr Bikes sessions, reviewing feedback and implementing any resulting actions. Provide photos and content that supports the promotion and marketing of Bikeworks' activities on social media.

People and Relationships

- Deliver the highest level of customer service when responding to enquiries.
- Be a great ambassador for Bikeworks, maintaining a positive relationship with all.
- Build and maintain strong relationships with our freelance team of Cycle Mechanics, Tutors and Cycle Delivery Riders.
- Provide clear and timely information.
- Identify gaps in the delivery team required for the implementation of delivery plans. Highlighting these to the Project Manager.
- Support the Project Manager in the recruitment process, including the onboarding of freelancer Mechanics, Tutors and Cycle Delivery Riders.
- Act as the first point of contact for Freelancer queries and support.
- Actively seek feedback from customers and the delivery team.
- Address issues, feedback, suggestions or complaints as they arise, in a proactive manner. Seeking support from the Project Manager, as required.

Management Support

- Provide administrative and coordination support to enable the effective delivery of activities.
- Under guidance of the Business Operations Lead, update standard operational procedures, processes and handbooks.
- Feed into and support the successful implementation of annual plans.
- Actively support the sales of activities. Identifying opportunities to grow the delivery portfolio, under guidance of the Project Manager.
- Support the production of communication and marketing material by providing content, including for Bikeworks' social impact stories and case studies.
- Provide accurate data and information, for internal and external reporting and monitoring.
- Support the Project Manager with the timely completion of end-of-month processes, for example invoices and timesheets.
- Under guidance of the Project Manager, provide good administration for Bikeworks' City & Guilds accredited courses.
- Be responsible for a high standard of cleanliness and presentation at Bikeworks training venues and at public events.

- Alongside a team of Coordinators, provide office management support.
- Under guidance of the Project Manager, send quotes and provide good quality, accurate information to customers, including members of the public, businesses, the public sector and corporates.

General

- Attend and contribute to team meetings and development days.
- 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.
- Adhere to organisational policies and procedures.
- Take reasonable care for the health and safety of the public in accordance with legislation, and government guidelines.
- Any ad hoc tasks that might come your way, appropriate to the role.

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Person Specification

You must meet the following criteria for the role

Essential Skills & Experience:

- Ability to deliver excellent customer service
- Ability to promote and sell the products and services of Bikeworks
- Good interpersonal skills
- Good clear verbal communication
- Good written communication skills in English
- Administration experience
- Experience of working on own initiative, to organise and prioritise work
- Strong IT competency, with the ability to use G Suite, e.g. email, diary and shared drive
- Experience of following and implementing processes and procedures
- Strong alignment with the values of Bikeworks and the ability to champion these
- Excitement regarding the growth of the cycling sector and the opportunities this presents