

Project Manager | Cycle & E-Mobility Skills Training

Who we are

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.

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.

What we do


Bikeworks creates impact every day, providing over 50,000 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, accredited maintenance courses, Dr Bike, Team Building challenges, Cycle Connect, 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.

About the role

The Project Manager overseeing the Bikeworks' Cycle & E-Mobility Skills portfolio is an exciting role. Leading on the implementation and development of a dynamic area of delivery, the role is responsible for organising and implementing Instructor-led skills delivery across a range of activities to support Bikeworks in realising its mission as a social business. This includes delivering cycle training for groups, one-to-ones, families, and schools, in addition to e-cycle, e-cargo and e-scooter skills delivery.

You will interact with a wide range of stakeholders, including our freelancer team, commercial businesses, Local Authorities, community organisations and customers. The role is highly collaborative, agile and extremely rewarding. You will enjoy variety and multitasking, while being solutions-focused in implementing delivery.

Prior knowledge of the cycle and e-mobility training landscape is desired but not essential. Training will be provided as part of the onboarding process.

Key Responsibilities:

- **Service delivery:** covering a variety of training activities, including but not limited to; [Cycle Training](#), [E-Scooter Training](#), E-cycle and E-Cargo Training.
- **Quality Assurance:** managing the Internal Quality Assurance (IQA) activities for Bikeworks, working with the IQA lead to implement the process to ensure compliance as a Bikeability provider.
- **Customer Service:** deliver the highest level of customer service when responding to enquiries.
- **Relationship Management:** be a great ambassador for Bikeworks internally and externally, by growing and maintaining relationships across a variety of clients and customers, including the general public, businesses, charities, Local Authorities and other stakeholders.
- **Continuous Improvement:** of operational processes in line with growth to ensure a smooth running and efficient portfolio to the benefit of the customer.
- **People Management:** provide the appropriate level of supervision, guidance and development to the Coordinator and delivery team (freelance instructors).
- **Project Management:** work closely with the Business Operations Lead and Finance Manager to develop and implement annual plans, in line with Bikeworks strategy.
- **RDC Lead:** manage the delivery of accredited instructor training activities to ensure the quality of the instructor team, coordinating with the external awarding body, implementing an agreed process.
- **Communications & Marketing:** work with the Comms Lead to produce communication and marketing material. Provide social media content, social impact stories and case studies as requested.
- **Reporting:** provide regular monthly, quarterly and annual reports in a timely manner as well as producing new reports for ad hoc requests.
- **Site maintenance:** ensure the training venues and any public events are of a high standard of safety, cleanliness and presentation.
- **General:** maintenance of systems & shared folders, respond to any ad hoc tasks appropriate to the role and take reasonable care for the health and safety of the public in accordance with legislation, and government guidelines.

About You/Candidate Profile

We are looking for someone with excellent interpersonal and written skills, who thrives in a dynamic environment. The role includes overseeing the scheduling of events and courses, the coordination of bookings, and producing reports.

Essential Skills & Experience:

- Excellent customer service and interpersonal skills
- Experience of project management or similar
- Experience of working on own initiative, to organise and prioritise work

- Ability to promote and sell the products and services of Bikeworks
- Good clear verbal communication
- Good written communication skills in English
- Strong IT competency, with the ability to use Google Workplace (emails, spreadsheets, shared drives, etc.).
- Experience of following and implementing processes and procedures
- Experience of managing budgets and reporting on financial information, or willingness to learn
- 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

Salary and Conditions:

Salary:	£31,500
Hours:	Full Time, 35 hours per week
Core Hours:	Mon to Fri, 9am to 5.30pm
Leave:	25 days + Public Holidays
Other Benefits:	Pension contribution is at 3% Participation in the Cycle to Work scheme Total Rewards Package*
Contract Type:	Permanent
Flexible Working:	Yes
Location:	Queen Elizabeth Olympic Park, E20
Responsible to:	Business Operations Lead
Responsible for:	Coordinator, IQA Lead and Delivery Team of Freelance Instructors

* We are delighted to share that a Total Rewards Package is currently in development and will be implemented from April 2024.

Join the journey

At Bikeworks, we work together and use cycling to address inequality, to create experiences, to promote wellbeing and to have a positive environmental impact for future generations. Our people and our shared values are key to helping us achieve our growing ambitions and our mission of using cycles for good – with teaming, inclusion, innovation and fun being at the centre of the continued success of our journey. It's this clear purpose with flexibility and variety in how we work that will help you to develop and make a difference.

Equality and Diversity

Bikeworks is committed to inclusion. We want to ensure 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 for this role, or at interview, please do let us know.



How to apply

Deadline:

Monday 19th February, 12pm

Please send your CV and Covering Letter to:

recruitment@bikeworks.org.uk

In the subject header of the email please put:

Project Manager | Cycle E-Mobility Skills

Right to Work

Please note, we can only accept applications from candidates who have the right to work in the UK.

DBS

Please note, as part of the onboarding process a standard DBS check will need to be completed.