

## Project Manager | Team Building

### 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 [Team Building](#) is a new and exciting role. Leading on the implementation and development of this dynamic and growing area of Bikeworks, you will be supporting Bikeworks in realising its mission as a social business.

This is a fun job with a lot of variation. Every event is different. The role works with corporate clients and others to facilitate fun and engaging activities that produce a ton of social and environmental impact.

The role is responsible for organising and implementing Team Building events and activities through our contracted partners or directly to clients. Working with a wide range of customers and clients from small activities of 6 people, through to large 250 people events - our biggest so far was for 400! Events are delivered across London, including at the iconic VeloPark and other UK locations identified by clients.

You will interact with a wide range of stakeholders, including our freelancer team, small to medium businesses and large corporates, senior HR leads, events companies, community organisations and customers. The role is high-energy and extremely rewarding. You will enjoy multitasking and have a talent for sales, while being solutions-focused in implementing delivery.

Every event supports the generated funds that Bikeworks puts back into achieving our mission. In addition to this, the cycles built during each event are gifted to children, young people and adults using our partnership network.

#### Key Responsibilities:

- **Delivery:** delivering team building events and activity, resourcing and coordinating these to meet the agreed scope of works and expectations of clients and customers. Acting as the lead facilitator at events, as required.
- **Customer Service:** deliver the highest level of customer service when responding to enquiries and feedback, including the facilitating of events, and all pre and post event communication.
- **Business Development:** implement the Bikeworks' strategy, leading on the sales plan and approach. Developing complementary team building activities to support the diversification of the Bikeworks offer, meeting the needs and demands of customers. Create an operationally efficient network that supports the gifting of children and adult cycles into the community.
- **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:** Reviewing feedback and listening to the needs of customers and responding to operational improvements, e.g. training and onboarding of team building facilitators.
- **People Management:** provide the appropriate level of supervision, guidance and development to the delivery team (freelance team building facilitators), growing the pool of freelancers.
- **Project Management:** Work closely with the Co-CEO, Business Operations Lead and Finance Manager to develop and implement annual plans, in line with Bikeworks strategy.
- **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. Be responsible for updating the dedicated Bikeworks team building website.
- **Reporting:** provide regular monthly, quarterly and annual reports in a timely manner, as well as producing new reports for ad hoc requests. Using management information to inform any decision-making.
- **Site Maintenance:** ensure 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 people skills, who thrives in a dynamic environment. The role builds on the back of Bikeworks' year-on-year success and will nurture client relationships and strengthen the pipeline of work. Leading on implementation of the business plan, the role will diversify the offer of activities while growing the freelancer pool.

### Essential Skills & Experience:

- Excellent customer service and interpersonal skills
- Experience of project management, events coordination, sales or similar
- Experience of working on own initiative, to organise and prioritise work, while meeting deadlines.
- Ability to promote and sell the products and services of Bikeworks
- Be enthusiastic about cycling, for physical fitness, wellbeing and travel.
- Personable, demonstrating energy and enthusiasm and positive mindset
- Naturally confident, comfortable with the facilitating of public events
- A team player who has the flexibility and problem solving ability to adapt to different and changing situations.
- Good clear verbal communication and written communication skills (English)
- Strong IT competency, with the ability to use Google Workplace (emails, spreadsheets, shared drives, etc.).
- 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

### Salary and Conditions:

<b>Salary:</b>	£31,500
<b>Hours:</b>	Full Time, 35 hours per week
<b>Core Hours:</b>	Mon to Fri, 9am to 5.30pm
<b>Leave:</b>	25 days + Public Holidays
<b>Other Benefits:</b>	Pension contribution is at 3% Participation in the Cycle to Work scheme Total Rewards Package*
<b>Contract Type:</b>	Permanent
<b>Flexible Working:</b>	Yes
<b>Location:</b>	Queen Elizabeth Olympic Park, E20
<b>Responsible to:</b>	Co-CEO
<b>Responsible for:</b>	Delivery Team of Freelance Instructors ( <a href="#">Event Instructor Job Description</a> )

\* 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 | Team Building**

### **Additional Information**

This role from time-to-time requires travel to venues across the UK and may involve overnight stays at hotels provided for by Bikeworks.

### **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.