

Project Manager | Cycle Connect

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 for the Cycle Connect portfolio leads on the implementation and development of related activities, supporting Bikeworks in realising its mission as a social business. The role is highly collaborative, agile and extremely rewarding. Responsible for operationalising and managing one of the key areas of our inclusive cycling offer called [Cycle Connect](#). Whilst managing the delivery of these activities you will interact with a wide range of stakeholders, including our team, partners, funders and beneficiaries You will enjoy variety and multitasking, while being solutions-focused in implementing delivery.

Key Responsibilities:

- **Service delivery:** facilitate the delivery of the service, including the creation and refinement of processes and procedures.
- **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.
- **Business/ Commercial Development:** support the business development leads with applications for future funding.
- **Continuous Improvement:** in line with growth, ensure the efficient quality of delivery by implementing reviewed improvements of operational processes to benefit users of the service.
- **People Management:** provide the appropriate level of supervision, guidance and development to the delivery team of Cycle Connect Pilots.
- **Project Management:** Work closely with the Business Operations Lead, Finance Manager, Fleet Manager & the other Project Managers to develop and implement annual plans, in line with Bikeworks strategy.
- **Communications & Marketing:** work with the Bikeworks 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 from funders, the Business Operations Lead, etc.
- **Site maintenance:** ensure the operational hubs and any public facing areas and 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

You will be communicating with a wide range of people so we are looking for someone with excellent interpersonal and written skills. The role includes overseeing project delivery, working across the organisation internally, as well as with partners and funders. You will be producing regular reports and monitoring so will have a strong background and/or interest in project & data management.

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

- Experience working with/riding cycles
- 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

You will be required to undertake Cycle Pilot training delivered by Bikeworks in-house, as part of the onboarding process. This includes First Aid at Work, Mental Health First Aid and Safeguarding.

Salary and Conditions:

Salary: £31, 500

Hours: Full Time, 35 hours per week

Leave: 25 days

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: Delivery Team of Cycle Connect Pilots

*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.

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.

How to apply

Deadline:

Monday 4th March, 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 Connect



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.