

# Recruitment Pack

Administrator - Interim  
Feb 24



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# About Bikeworks

## 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.

## Our Mission

Building a more inclusive, active community of cyclists. Who lead and inspire a legacy of lasting social value and positive environmental impact for future generations, one cycle at a time.

## How we do it

Bikeworks creates impact every day, providing over 50,000 cycling experiences last year. This includes our inclusive cycling All-Ability Clubs, Cycle Skills delivery for adults, families and groups, accredited Mechanics Courses, Dr Bike and maintenance courses, Team Building Challenges, our Cycle Connect service, and much, much more.

At Bikeworks because we are a business with a mission, we reinvest all our profits back into the delivery of our inclusive community programmes.

# The Role

## About the role

Bikeworks is currently recruiting to a number of roles across our delivery team. Because of this, we're looking for an adaptable person to join us for an interim period. You'll provide us with great admin support and be working alongside our friendly, busy team in the beautiful environment of the Queen Elizabeth Olympic Park

The role will support key areas of our delivery:

- Team Building Events
- Cycle Connect, previously called the Ride Side-by-Side
- Cycle Skills Training, including Escooter & Ecycles
- All-Ability

The role will also provide office support, e.g. ordering supplies, monitoring our enquiries in-box and general enquiries phone line.

This is the perfect opportunity for anyone wanting to demonstrate their skills and experience in an award-winning social enterprise. Located in our Inclusive Cycling Hub, you'll enjoy contributing to a collaborative team atmosphere and taking on a varied workload, showing a real interest in what we do and our social purpose.



# Key Responsibilities



**Customer Service:** Provide a friendly and welcoming experience. Respond to enquiries and answer queries, in a timely manner.

**Business Support:** Provide administrative, office and operational support to the team, working closely with Project Managers and Coordinators.

**Operational Support:** Coordinate bookings with the public, groups, organisations, businesses and our freelancer team.

**Administrative Support:** Update our data systems and contribute to the accurate reporting of activities. Follow data and systems processes.

Maintain and ensure the shared drive and folders are updated and used efficiently.

**Office Support:** Organise, purchase & maintain stock & equipment. Reporting any repairs or issues IT/ Phones/ Premises/ Office Equipment.

**Relationship Management:** Build good relationships with customers, team members, and other stakeholders.

**Training Hubs:** Ensure the shared calendars are up-to-date and reflect current usage.

**General:** Provide support to the Business Operations Lead as requested. Attend and contribute to Team Meetings. Ensure a high level of cleanliness is maintained across Bikeworks' premises. Respond to any ad hoc tasks appropriate to the role. Take reasonable care for the health and safety of the public in accordance with legislation, and government guidelines.

# Candidate profile



## About you

We are looking for someone with excellent interpersonal and written skills, as well as admin experience.

## Essential Skills & Experience

- Minimum 1 year of providing admin support, or similar.
- Strong customer service skills
- Excellent spoken and written communication skills in English.
- Experience of following processes and procedures.
- Strong IT skills, we use Google Workspace, Xero, Hootsuite, and our own CRM system.
- Ability to work proactively and independently, as well as part of a team.
- Ability to promote and sell the products and services of Bikeworks to a wide audience of customers.
- Experience of working on own initiative, to organise and prioritise work.
- Strong alignment with the values of Bikeworks and the ability to champion these.

Owing to the nature of the role, we cannot offer working from home.



# Salary and Conditions

<b>Salary:</b>	£24,000 - £27,000
<b>Hours Per Week:</b>	Full time, 35 hours per week (with potential for flexible/compressed hours)
<b>Leave:</b>	25 days + Public Holidays (pro rata)
<b>Contract Type:</b>	Fixed Term initially for 3 months
<b>Location:</b>	Queen Elizabeth Olympic Park, E20
<b>Responsible to:</b>	Business Operations Lead
<b>Working Hours:</b>	Bikeworks is open Mon to Thurs, 9am to 5.30pm and Fri 9am to 5pm
<b>Right to Work:</b>	We can only accept applications from candidates who have the right to work in the UK.
<b>DBS:</b>	As part of the onboarding process a standard DBS check will need to be completed.

# Join the Journey



## Join the Bikeworks Journey

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 supporting us achieve our growing ambition 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 along with flexibility and variety in how we work that will help you to develop and make a difference.

## Equality, Diversity and Accessibility

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 or support in applying for this role, or at interview, let us know.

## How to apply

**Deadline:** This role will remain open until we find the right person.

**Start Date:** As soon as possible

**Please send your CV & Covering Letter to:** [recruitment@bikeworks.org.uk](mailto:recruitment@bikeworks.org.uk)

**In the subject header of the email please put:** Administrator - Interim