

Lead Cycle Mechanic (interim) | New Role

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:

You are the first point of contact internally for cycle maintenance support, overseeing and carrying out repairs and maintenance across Bikeworks' range of exciting cycles, making sure these meet the standards required for safe riding.

In addition to fleet repairs, on an ad-hoc basis, the role will deliver maintenance advice to the public at Dr Bike sessions and Cycle Maintenance classes, providing you with the opportunity to share your knowledge and passion for cycling externally of Bikeworks.

You will work collaboratively with the Bikeworks team and partners to meet the needs of our activities, coordinating availability of the fleet across our east and west London premises, containers and storage spaces.

Bikeworks is an inclusive cycling specialist, the role will maintain an exciting fleet of specialist and non-standard cycles. We will provide further training and develop the right person to acquire any additional skills needed.

Scope of the Role:

The role leads on maintaining our exciting fleet of cycles located across multiple sites across London. In addition to fleet repairs the role will deliver maintenance advice to the public at Dr Bike sessions and Cycle Maintenance classes on an ad-hoc basis.

As the first point of contact for all fleet maintenance queries from the Bikeworks team, you will be flexible, proactive and positive, happy to jump into a busy environment while sharing your passion for cycles.

This is a part-time role - a minimum 3 days per week, with some weekend work required.

Key Responsibilities:

- Deliver top quality cycle repairs and maintenance.
- Work to an agreed standard for delivering quality work on time.
- Proactively maintain the upkeep of our fleet of cycles.
- Provide weekly feedback on maintenance and repairs, keeping a log of activities.
- Maintain organised and clean work areas and storage facilities.
- Plan fleet usage and coordinate availability.
- Ensure the cycles are ready for activities and a safe riding experience.
- Receive and manage reports of mechanical issues, prioritising and resolving them in a timely way.
- Provide a great service internally and externally of Bikeworks.
- Come up with solutions quickly and effectively.
- Carry out small repairs, provide cycle maintenance advice and knowledge to the public.
- Develop an understanding of common mechanical issues experienced by our fleet.
- Work independently and as part of a small team to support delivery targets.
- Identify the need for additional cycle mechanic support during busy periods.
- Maintain good organisation of how the cycles are stored.
- Ensure the Bikeworks team treats the cycle fleet with care and to the agreed standard.
- Ensure the fleet is fit for purpose, make recommendations on the disposing of and purchasing of new cycles.
- Manage a budget for cycle parts and equipment, using the centralised system to account for stock and equipment.
- Continue to work towards improving processes and procedures.
- Any ad hoc tasks that might come your way, appropriate to the role.

Person Specification

Essential Skills & Experience:

- Knowledge of cycle repairs equating to L2 CyTech/ City & Guilds, or above. If you do not have the qualification a trade test will determine this.
- Cycle repair knowledge, including hydraulic brake systems, hub gear systems, wheel building and repairs, and electric-assist technology.
- Professional experience of working on a variety of cycles.
- Some knowledge of e-cycle repairs. Training will be provided.
- A willingness to learn all there is to know about repairs and servicing.
- Strong communicator, able to build good relationships with all types of people, including in-person, over the phone and via email.
- Flexible, proactive and positive. You will need to be able to spin multiple plates at the same time.
- Able to manage your time effectively and are naturally organised.
- Problem solver, able to pinpoint the cause of a wide range of issues, both big and small, with the tenacity to solve it.
- IT skills, including emails, creating documents, filing and inputting information/ data.
- Passionate about cycling and that everyone should have access to cycling.

Salary and Conditions:

Salary:	£28,000 (pro rata)
Hours:	Part-time, 3 days per week (21 hours) occasional weekend work required
Leave:	25 days (pro rata)
Other Benefits:	Pension contribution is at 3% Participation in the Cycle to Work scheme Total Rewards Package
Contract Type:	Fixed Term or Freelance (immediate start, 5 month initial contract)
Location(s):	Queen Elizabeth Olympic Park, E20/various sites
Responsible to:	Business Operations Lead

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

Please send us an email with a few lines letting us know why you are excited about the role and your CV attached.

Deadline:

Thursday 25th July, 5pm

Please send your CV and email to:

recruitment@bikeworks.org.uk

In the subject header of the email please put:

Lead Cycle Mechanic

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.