

Role Description

Role title:	Cycle Pilot
Programme:	Cycle Connect
Reports to:	Project Manager / Cycle Connect Lead
Rate of Pay:	Bikeworks is a LLW employer

About Bikeworks and Cycle Connect

Bikeworks is a social enterprise using cycles as a tool for good. We widen access to cycling by removing practical, physical, social and financial barriers, and by showing what cycling can be for people and places.

Cycle Connect is Bikeworks' inclusive active travel service. It uses side-by-side e-assist cycles to make local journeys possible for people whose travel choices are limited by disability, age, health, mobility, cost, isolation or lack of accessible transport options.

Cycle Connect connects people with local places, including parks, community spaces, appointments, high streets, cultural events, green spaces and everyday journeys. It supports a fairer active travel system by making cycling available to people who are often left out of walking, wheeling, cycling and public transport plans.

Journeys may be booked by individuals or arranged through community organisations, resident groups, health partners, local services, workplaces and event organisers.

Cycle Connect is not a taxi service, care service or clinical service. It is an inclusive active travel service, delivered by trained Cycle Pilots who operate specialist cycles and provide a respectful passenger experience.

Purpose of the role

The Cycle Pilot operates Bikeworks' side-by-side e-assist cycles and delivers local Cycle Connect journeys.

The role combines confident cycling, practical road judgement, passenger communication, route awareness, cycle checks and clear reporting. Cycle Pilots hold the quality of each journey: how

the passenger is welcomed, how the cycle is prepared, how the route is chosen, and how the ride is delivered.

Cycle Pilots are trusted to make practical decisions before, during and after each ride. The role requires patience, confidence, consistency and respect for passengers who may need more time, reassurance or different communication approaches.

Key responsibilities

1. Passenger welcome and journey experience

Welcome passengers respectfully at the start of each ride.

Support passengers to board and leave the cycle using agreed procedures.

Check seating position, belts or supports, comfort, communication preferences and any practical needs before setting off.

Offer conversation during the journey where welcomed by the passenger, while respecting personal boundaries.

Work appropriately with family members, carers, personal assistants, staff members or referral partners involved in the booking.

Maintain dignity, patience and professionalism at all times.

2. Cycle operation and route delivery

Operate side-by-side e-assist cycles on agreed local routes.

Ride on roads, parks, estates, community routes and event sites where appropriate.

Plan and follow routes using local knowledge, agreed route information and navigation tools where needed.

Make route decisions based on traffic, road danger, access, weather, gradients, surface condition, passenger comfort and agreed timings.

Keep to agreed booking times, handover points and return arrangements.

Pause, adapt or stop a ride where conditions change or a concern arises.

3. Cycle checks and readiness

Complete daily roadworthiness checks before using the cycle.

Check tyres, brakes, steering, lights, battery, seating, belts, footrests, mirrors and visible cycle condition.

Dock, undock, move, charge and store cycles correctly.

Make minor adjustments only where trained and authorised.

Report mechanical issues promptly to the Lead Mechanic, Project Manager or agreed operational contact.

Remove a cycle from use where there is any concern about roadworthiness or passenger use.

4. Risk, safeguarding and reporting

Follow Bikeworks' risk assessments, safeguarding procedures and operational guidance.

Use a risk-benefit approach when planning and delivering rides.

Recognise and report safeguarding concerns in line with Bikeworks procedures.

Record incidents, near misses, passenger concerns, route issues or mechanical problems promptly and accurately.

Escalate concerns to the Project Manager or relevant senior contact without delay.

Work within the limits of the Cycle Pilot role at all times.

5. Records, data and service learning

Keep office staff informed about your ride, including clocking in and out for shifts, updating on any ride cancellations, and any incidents on the road.

Use the Cycle Connect App, Google AppSheet or agreed recording system to log ride information.

Record bookings, attendance, cancellations, passenger notes, trip details, feedback and issues.

Complete shift-end notes and handover information.

Record route learning and practical access information which may improve future delivery.

Follow confidentiality and data protection requirements when handling passenger information.

6. Public representation and local engagement

Represent Bikeworks and Cycle Connect well in public spaces, partner settings and community events.

Explain clearly how Cycle Connect works and who it is designed for.

Build positive relationships with passengers, partners, local staff and community contacts.

Feed back useful local insight, including demand, access barriers, route issues and potential group booking opportunities.

Identify potential quotes, stories or case studies only where appropriate, with consent managed through the correct Bikeworks process.

Person specification

Essential

The role requires:

- Confident on-road cycling, with strong awareness of traffic, positioning, route choice and passenger comfort
- Practical road judgement when operating larger specialist cycles, including side-by-side e-assist cycles
- Calm, respectful and clear communication
- Experience or confidence working with disabled people, older adults, people living with long-term health conditions, and people whose travel choices are limited by access, health, age-related or social barriers
- Communication that can adapt to different passenger needs and preferences
- Reliability, punctuality and consistency in following agreed procedures
- Willingness to work outdoors in changing weather conditions
- Physical confidence to dock, undock, manoeuvre and store larger adapted cycles
- Basic cycle checks and clear reporting of mechanical concerns
- Use of a smartphone, navigation app and simple digital recording system
- Understanding of safeguarding, data protection, incident reporting and operational procedures
- Commitment to Bikeworks training, supervision and refresher sessions

Desirable

The following would strengthen the role:

- National Standards Cycle Instructor qualification
- UK driving licence
- Experience using e-assist cycles, cargo cycles, adapted cycles or larger non-standard cycles
- Experience in community transport, active travel, social prescribing, health, adult social care, disability inclusion, community engagement or public-facing delivery
- Basic cycle maintenance knowledge
- Local route knowledge
- Experience recording outcomes, feedback or service learning

Training, development and quality assurance

Cycle Pilots must complete Bikeworks' Cycle Connect induction and cycle handling sign-off before independent delivery.

Training may include:

- Cycle Connect service model and operating procedures
- Side-by-side e-assist cycle handling, and on-road ride practice
- Passenger boarding and ride-readiness checks
- Daily roadworthiness checks
- Battery charging, docking and storage
- Risk-benefit assessment
- First aid
- Disability inclusion, mental health awareness and safeguarding procedures for adults
- Communication preferences
- Use of the Cycle Connect App / Google AppSheet
- Incident, concern and maintenance reporting
- Data protection and confidentiality

Cycle Pilots are supported through ongoing supervision, ride observation, refresher training and internal quality assurance. This includes feedback on passenger experience, route choice, cycle handling, record keeping and compliance with Bikeworks procedures.

Where appropriate, Cycle Pilots may also access wider Bikeworks training and development opportunities, including cycle maintenance training and progression towards accredited Cycle Mechanics Level 1 and Level 2.

Required checks and certificates may include:

- Enhanced DBS check
- Adult safeguarding training
- Emergency First Aid at Work
- Internal ride assessment before independent delivery

Further training may include mental health awareness, Make Every Contact Count, dementia awareness, autism awareness and condition-specific learning where relevant to the programme.

Role boundaries

Cycle Pilots are responsible for operating the cycle, welcoming passengers, delivering agreed journeys, completing records and following Bikeworks procedures.

Cycle Pilots do not provide personal care, clinical advice, medication, financial support, or manual handling outside agreed passenger boarding procedures.

Where a passenger requires additional personal assistance, arrangements must be agreed in advance with the Project Manager and the relevant partner, family member, carer, personal assistant or referring organisation.

Closing description

This role is for someone who can combine confident cycling with patience, judgement and respect for each passenger. Cycle Connect is about practical local journeys, fairer access to active travel, and connection with local places, using cycles as a tool for good.