



## **Project Manager | Cycle Mechanics, Maintenance and Logistics**

### **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.

Established to seize the legacy opportunities of the London 2012 Games, Bikeworks continues to address the inequalities experienced by those most likely to be left behind, and it is this founding vision that shapes everything we do.

Our environment is supportive, collaborative and energetic. We are a small team delivering incredible social and environmental impact, located in the beautiful surroundings of the Queen Elizabeth Olympic Park, within close proximity of the new arts and cultural district of East Bank.

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.


### **Bikeworks creates impact every day, providing over 14,000 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, public cycle maintenance pop-ups, team building challenges, cycle taxi, 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.



## Project Manager | Cycle Mechanics, Maintenance and Logistics

### About the role:

The Project Manager is an exciting role leading on the implementation and continuous development of an important and growing portfolio.

- [Dr Bikes](#)
- [Cycle Deliveries](#)
- [Maintenance Courses](#)

You will be communicating with a wide range of people, including our team of freelance Cycle Mechanics, Tutors and Couriers, so we are looking for someone with excellent interpersonal and written skills. The role includes overseeing the coordination of bookings, the scheduling of events and courses, and producing reports.

As part of the role Bikeworks will develop the right person to acquire the additional skills needed to further support our ambitious plans of scaling the impact we make, both social and environmental.

### Salary and Conditions:

<b>Salary:</b>	£28,000 to £30,000
<b>Hours:</b>	Full Time
<b>Leave:</b>	25 days
<b>Other Benefits:</b>	Pension contribution is at 3% Participation in the Cycle to Work scheme
<b>Contract Type:</b>	Permanent
<b>Location:</b>	Queen Elizabeth Olympic Park, E20
<b>Responsible to:</b>	Business Operations Lead
<b>Responsible for:</b>	Coordinator and Delivery Team of Freelance Mechanics, Tutors and Couriers

\*We are delighted to share, a Total Rewards Package is being developed and implemented in 2023. This is currently not recognised in the above.

### How to apply

<b>Start Date:</b>	ASAP
<b>Deadline:</b>	Monday 13th February, 5pm

To apply for this role please review the Job Description and Person Specification below, paying attention to the essential criteria.



Please send your CV and Covering Letter to: **recruitment@bikeworks.org.uk**  
In the subject header of the email please put: **Project Manager**

Please provide examples of how you meet the Person Specification, outlining your skills and experience, and why you would like to work at Bikeworks in this role.

**Right to Work:**

Please note, we are only able to accept applications from candidates who have the right to work in the UK.

**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.



## Project Manager | Cycle Mechanics, Maintenance and Logistics

### Job Description

#### Scope of the Role:

You will join a small team of four Project Managers. With dedicated support from a Co-ordinator, the role is responsible for overseeing and growing the cycle mechanics, maintenance and logistics portfolio;

- Cycle Maintenance and Mechanics courses  
Accredited and non-accredited, including electric and cargo cycles
- Cycle Health Checks  
Dr Bikes and Fleet Maintenance
- Cycle Delivery  
NHS & Community
- Green Skills  
Cycle related career development pathways

The role interacts across a variety of clients and customers, including the general public, businesses, corporates, charities, Local Authorities, Housing Associations, land and property developers.

You will focus on the quality of delivery. Providing a professional service, you will be expected to demonstrate great customer service and communication skills, acting as an ambassador for Bikeworks. While it is not essential to have cycle mechanical or maintenance experience, this is an opportunity to share your passion for cycling while supporting Bikeworks to scale its impact.

The role actively promotes and will secure the sales of activities under your portfolio area, this includes public, or grant-funded projects. Implementing these to time and to a high-standard. Under guidance, you will also identify, communicate and grow opportunities.

As a team player, you will be flexible and dynamic, happy to jump into a busy collaborative environment and apply your project management skills to help solve problems and improve delivery and the customer experience.

**On a typical day, you might:** speak to the Tutor delivering next week's 5-day accredited course, providing details on participants and to answer any queries. Visit the Maxilla Training Hub to spot-check the rooms and equipment to ensure these are to a good standard. Meet with the Coordinator to go through the delivered Dr Bikes sessions for the previous month, reviewing feedback and following up on any resulting actions. Speak with the Finance Manager to resolve an outstanding payment query. Meet with the

Manager of the Food Hub to discuss changes to the cycle delivery service.

### **People and Relationship Management**

- Deliver the highest level of customer service when responding to enquiries.
- Be a great ambassador for Bikeworks, maintaining a positive relationship with all.
- Build and maintain strong relationships with our freelance team of cycle mechanics, tutors and couriers.
- Manage relationships across external stakeholders, e.g. funders, businesses, customers and beneficiaries.
- Provide clear and timely information, communicating expectations, to the delivery team.
- Encourage and motivate team members, providing recognition when people do a great job.
- Provide the appropriate level of supervision, guidance and development to the Coordinator and delivery team.
- Identify gaps in the delivery team required for the implementation of delivery plans. Working with the Business Operations Lead to identify solutions.
- Identify newly trained talent, promoting opportunities to join the delivery team.
- Actively seek feedback from the customers and the delivery team.
- Address issues, feedback, suggestions or complaints as they arise, in a proactive manner, seeking support from the Business Operations Lead, as required.

### **Project Management**

- Work closely with the Business Operations Lead and Finance Manager to develop and implement annual plans, in line with Bikeworks strategy.
- Identify areas for improvement and implement plans to address these.
- Under guidance, develop and deliver a portfolio of activities to meet the strategic aims of the organisation.
- Take the initiative to develop the portfolio offer so this will increase the value to Bikeworks.
- Actively lead on the sales of activities. Identifying opportunities to grow the delivery portfolio, with support from the wider team.
- Produce communication and marketing material. Provide social media content, social impact stories and case studies as requested.
- Meet the specifications of all contract and grant requirements, delivering on time and within budget.
- Ensure the timely and accurate management of data and information, including reports and monitoring.
- Keep up-to-date with the City & Guilds requirements, making internal improvements under guidance of the Business Operations Lead, to ensure compliance.
- Ensure the training venues and any public events are of a high standard of cleanliness and presentation.



- Work closely with the Finance Manager to ensure that quotes and invoice raised are correct and outstanding payments are chased.
- Ensure the accurate and timely completion of end-of-month processes, for example invoices and timesheets.

### **General**

- Attend and contribute to team meetings and development days.
- Follow data and systems processes to ensure efficiency and consistency across the organisation.
- Ensure information is created in the shared drive and its folders are updated and used efficiently.
- Adhere to organisational policies and procedures.
- Take reasonable care for the health and safety of the public in accordance with legislation, and government guidelines.
- Any ad hoc tasks that might come your way, appropriate to the role.

## **Project Manager | Cycle Mechanics, Maintenance and Logistics**

### **Person Specification**

**You must meet the following criteria for the role**

#### **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 G Suite, e.g. email, diary and shared drive
- Experience of following and implementing processes and procedures
- 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
- Excitement regarding the growth of the cycling sector and the opportunities this presents