

## Job Description Active Travel Hub Bike Medic Officer



**Reports to:** `Active Travel Logistics Coordinator

**Salary:** Scale: £24,250 - £25,950\* *candidates will usually be expected to start at the bottom of the scale*

**Hours:** 35 hours per week

### Fixed term

**Contract:** Until 31<sup>st</sup> March 2021, extension of contract subject to the confirmation of additional funding

**Location:** Based primarily at Falkirk Active Travel Hub, 203 High St, Falkirk FK1 1DU with travel across the Forth Valley area

### Application

**Deadline:** **Sunday 19th July 2020, Midnight**

### Interview

**Dates:** **Wednesday 29<sup>th</sup> July 2020. Interviews will be held via video**

### Organisational Overview:

Forth Environment Link (FEL) is a Scottish environmental charity leading the way on connecting people and place. FEL supports more day to day journeys on foot or by bike; encourages more local food to be grown and eaten in our communities; and helps increase the lifespan of our everyday items. The following values underpin our activity as an organisation:

**People first** - Investing in our team to ensure we can provide tailored support where it is needed most.

**Enabling** – Delivering activity in a way that is practical, easy to understand and accessible to everyone.

**Collaborative** - Ensuring we work in partnership to add value where we can.

**Innovative** - Testing and developing new ideas and being a catalyst for change.

**Passionate** – Demonstrating a love for the environment and our place within it in everything we do.

**Fair** – Working in a way that is inclusive and reflects the needs of the people and communities we work with.

Our strategic approach reflects our ambition as an organisation and recognises the role third sector will perform in delivering national outcomes at a local and regional level.

FEL is partly funded by Scottish Government but is also required to generate additional revenue through grants, income generation and other fundraising activities.

### Job Purpose:

Forth Environment Link (FEL) is launching a new pilot project as a direct result of the Covid-19 crisis. The Bike Medic will be a demand response, roadside recovery service for cyclists, principally supporting the fleet of electric bikes FEL has donated on loan to Forth Valley's key

workers. Since March 2020, FEL has distributed 68 electric bikes (e-bikes) to key workers throughout Forth Valley. There are, currently, a further 90 people on a waiting list.

There is now clear evidence that people are willing to commute actively to work given the right conditions and support. FEL is keen to continue support to key workers and commuters generally, as we move through the different phases of COVID19 lockdown restrictions, to encourage and sustain long term behaviour change, benefiting health and wellbeing and contributing towards climate action.

The Bike Medic service will operate from FEL's premises in Falkirk. Using an electric van, the project will support cyclists across the Forth Valley region. The aim is to provide roadside repairs or support to ensure that cyclists can get safely from A to B alongside continuing to support the 4-6 weekly service schedule for our existing e-bike fleet. It is hoped the Bike Medic service will provide confidence for other workers to use their own personal bikes knowing there is help and support available should they require it, thereby reducing any anxieties about personal abilities to undertake repairs and successfully reach their destination.

FEL is looking for a fully qualified cycle mechanic to become a pivotal part of the new Bike Medic roadside repair team. The candidate will have a driver's licence and will work closely with FEL's Active Travel Logistics Coordinator to support the development of this innovative new project. Working closely to FEL's climate action agenda and as part of the wider active travel behaviour change team. Along with strong practical skills, the post holder will have strong communication skills and will work well as part of a team. This is an exciting new project and we are looking for someone who brings enthusiasm together with exceptional attention to detail in terms of customer service and support.

The Bike Medic will work closely with key local stakeholders and other FEL staff to provide cycle and walking-related information and referral services to the public. You will be a key member of staff ensuring helping to retain FEL's reputation as an exemplar project leading the way in encouraging behaviour change in relation to Active Travel.

## **DUTIES AND RESPONSIBILITIES**

### **Specialist Activity**

- Support FEL's 'Bike Medic' rescue service and respond to key workers call-outs during busy commuting times e.g. Monday to Friday between 7am to 7pm, based on a shift pattern.
- Monitor call-out or service request channels e.g. dedicated phone number and/or email inbox.
- Engage with and promote FEL's 'Bike Medic' rescue service to key workers at all available opportunities.
- Promote FEL's cycling and walking work and activities.
- Assist with project monitoring and reporting of the service in line with funding outcomes.
- Support regular servicing schedule of FEL's electric bike fleet that are being supplied to key workers.
- Support FEL's e-bike workshop with fleet maintenance and day-to-day administration.
- Support the Grangemouth Bike Library with fleet maintenance and day-to-day administration.
- Assist in the purchase of relevant equipment and consumables required to maintain the fleet and workshop effectiveness.
- Provide excellent customer service.
- Communicate effectively within the Active Travel team and wider FEL projects and management.
- Where applicable work in partnership with other initiatives, groups and help support local cycling related businesses.

## **Core Activity**

- Deal with customer care enquiries including communication by telephone, face-to-face, email, and social media.
- Act as the public face of FEL's Bike Medic and help to shape the customer experience.
- Develop new partnerships with local, regional and national stakeholders which ensure the Bike Medic is constantly able to respond to new opportunities whilst recognising its role in signposting to other organisations.
- Contribute to the development and upkeep of the Active Travel Hub website, events diaries, blogs and monthly mail outs whilst encouraging participation.
- Responsible for the tidy up-keep of the Hub, including re-stocking and housekeeping.
- Handle cash and financial administration relating to the sale of cycling related products, maps and event takings.
- Carry out other duties which may reasonably be required in light of the main purpose of the job.

## **QUALIFICATIONS**

- Two years' workshop experience (E)
- Educated to higher diploma level or equivalent (D)
- Velotech (Silver) or Cytech Certified (E)
- Bosch E-bike Service Certified (D)
- Full driving licence (E)

## **KNOWLEDGE/EXPERTISE**

- Extensive cycle mechanic skills and wide knowledge base applicable to a bicycle workshop environment and all aspects of cycling (E)
- Ability to carry out basic to advanced bike repairs (E)
- Previous experience of working or volunteering in bicycle workshop (E)
- Familiarity with electric bike motor and battery systems and technology e.g. Bosch & Shimano (D)
- Proven ability to outreach to individuals and groups and build relationships and partnerships (D)
- Experience with customer service provision (E)
- Social media expertise including knowledge of relevant apps (E)
- Experience with websites and content management systems (D)

## **SKILLS/ABILITIES**

- Excellent verbal and written communication and interpersonal skills (E)
- Excellent organisational skills (E)
- Strong computer skills (E)
- Ability to work independently and as part of a small team (E)
- Ability to deliver outcomes within timeframes (E)
- Ability to multi-task, delivering both good customer service and job-specific tasks (E)
- Ability to promote services using a range of tools including web-based (D)
- Experience of administrative duties and record keeping (E)

## **PERSONAL ATTRIBUTES**

- Passionate about Active Travel (E)
- Enthusiasm and commitment (E)
- Problem solver with a hands on approach (E)
- Flexibility (E)

- Energetic and proactive (E)
- Attention to Detail (E)

E = Essential

D = Desirable