

JOB DESCRIPTION

Stirling Active Travel Hub Coordinator



Reports to: FEL Development Manager for Active Travel

Salary: Scale: £26,500 - £27,295

Hours: Full time; 35 hours per week

Contract Type: Fixed Term initially until 31st March 2020, extension of contract subject to confirmation of additional funding

Location: Between Stirling Active Travel Hub, Stirling Train Station, Goosecroft Road, Stirling, FK8 1PF; and FEL head office: Balallan House, 24 Allan Park, Stirling, FK8 2QG

Application Deadline: **Sunday 30th June 2019, Midnight**

Interview Dates: **Week Commencing 15th July 2019**

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 commitments 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.

Job Purpose: To effectively coordinate, manage and run Stirling Active Travel Hub. To manage a team of 6+ staff working from the Hub and to effectively maintain and create excellent working relationships both internally and with external partners.

Acting as an ambassador for cycling, walking and low carbon travel in Stirling and the surrounding areas, you will work closely with key local stakeholders and the wider community, to promote and provide specific active travel related information and referral services to the public. The Active Travel Hub aims to promote and encourage low carbon and physically active modes of travel through supporting events and other local activities. It is the role of the Hub Coordinator to effectively manage the team and to ensure the Hub meets its aims and objectives whilst also ensuring the requirements of funding are met throughout the year.

DUTIES AND RESPONSIBILITIES

- Coordinate the development, delivery and evaluation of the Stirling Active Travel Hub
- Effective line management of the Stirling Active Travel Hub team
- Ensure Stirling Active Travel Hub meets its obligations to funders
- Ensure all project reporting is completed and submitted in a timely and effective manner
- Work closely with and maintain an excellent working relationship with key partners including Stirling Council, Stirling University, Forth Valley College and others
- Organise and run a Steering group consisting of key partner organisations to support the project
- Financial Management, ensuring all budgets are monitored effectively and all claim requirements are fully compliant in line with specific funders requirements
- Work closely with and maintain excellent working relationships with the Forth Environment Link team and projects
- Develop and maintain relationships with key local stakeholder's e.g. local community, employers, schools etc.
- Source additional funding and develop opportunities to grow FELs active travel work across the Forth Valley
- Provide active and low carbon related information and advice to the public
- Ensure ongoing evaluation of services at the hub, as well as strategies to identify the needs of the wider community
- Work in partnership with other stakeholders and projects offering services relating to and complementary to those of the Hub
- Deal with customer care enquiries including communication by telephone, face-to-face, email, and social media
- Develop and manage a network of volunteers and local partners to assist in events and other activities
- Help promote cycling, walking and low carbon travel as part of a wider active travel agenda and develop an understanding of that wider agenda both locally and nationally
- Ensure day to day administration of the Hub runs smoothly and effectively including updating of daily statistics and contact databases
- Contribute to the development and implementation of a strategy to promote the hub through local and community media as well as an online presence through websites, event diaries, blogs, monthly mail outs and social media (including Facebook, Twitter, phone apps and other platforms)
- Responsible for the tidy & up-keep of the Hub, including re-stocking maps and leaflets, keeping notice boards up-to-date, and general housekeeping
- Attendance and involvement in external stakeholder events where appropriate
- Carry out other duties, which may reasonably be required in light of the main purpose of the job

QUALIFICATIONS

- Two years' experience in of Active Travel Initiatives (E)
- Two years' experience in line management and customer service or community development (E)
- Educated to degree level or equivalent (D)

KNOWLEDGE/EXPERTISE

- Passion for and knowledge of cycling, active travel and sustainable living (E)
- Experience of line management (E)
- Experience of customer services (E)
- Proven ability in report writing (E)
- Proficiency with social media including knowledge of relevant apps (E)
- Knowledge of local walking & cycle routes, services and cycling/active travel community (D)
- Experience working with volunteers (E)
- Knowledge of low carbon vehicles and infrastructure (D)

SKILLS/ABILITIES

- Excellent verbal and written communication skills (E)
- Excellent customer service and interpersonal skills (E)
- Excellent organisational skills (E)
- Proven ability to communicate with a wide variety of individuals and groups (E)
- Ability to work independently and as part of a team, and in partnership with other groups (E)
- Excellent computer skills (MS office) and proficiency with Internet and social media tools (E)
- Ability to promote services using a range of tools including web-based (E)
- Confident cyclist (E)
- Ability to use Website Content Management Systems (D)
- Basic cycle maintenance skills for ride leading and cycle hire fleet assessments (D)
- Ability to outreach to and engage with community groups and initiatives (D)
- Basic knowledge of design for promotional materials and use of appropriate software (D)
- Some specific cycle training accreditation – (e.g. Cycle Trainer, Cycle Ride Leader, SMBLA, TCL, GoMTB) (D)
- Full driving licence (E)

PERSONAL ATTRIBUTES

- Passion for Active Travel (E)
- Enthusiasm and commitment (E)
- Flexibility (E)
- Energetic and proactive (E)
- Passion for and interest in Environmental issues and Sustainable living (E)

E = Essential

D = Desirable