

Job Description Active Travel Hub Bike Medic Officer



Reports to:	Senior Bike Medic Officer
Salary:	£24,250
Hours:	35 hours per week
Fixed term Contract:	Until 31 st March 2022, 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 and some home working
Application Deadline:	Midnight, Wednesday 1 st September 2021
Interview Dates:	Between 9 th and 10 th September 2021, via zoom

Organisational Overview:

Forth Environment Link (FEL) is an environmental charity working across the climate action agenda to deliver outcomes which support and promote healthy people and a healthy planet. Our projects aim to increase everyday journeys being made on foot or by bike; maximise the amount of local food grown and eaten in our communities; extend the lifespan of everyday items through repair and reuse programmes; and provide meaningful volunteering opportunities to practically tackle climate change. 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: Working as part of Forth Environment Link's (FEL) Bike Medic Project, based at our Falkirk Hub, you will effectively support the maintenance and servicing of FEL's fleet of electric bikes as well as supporting FEL's external bike servicing contracts. You will be a key member of staff ensuring excellent customer service as well as ensuring all e-bikes are maintained to a high standard. You will support with the development and maintenance of excellent working relationships both internally and with external partners and crucially members of the public.

You will also have a supporting role in running the Bike Medic rescue and roadside recovery for cyclists, which may include out of hours call out service, principally supporting FEL's ebike fleet.

The Bike Medic Officer will have strong practical and communication skills ensuring FEL's reputation for delivering exemplar projects is retained, leading the way in encouraging behaviour change in relation to active travel and climate action.

DUTIES AND RESPONSIBILITIES

- Support the Bike Medic Senior Project Officer with the regular servicing schedule of FEL's electric bike fleet and traditional pedal bikes.
- Support FEL's e-bike workshop with the day-to-day administration of maintaining and hiring of FEL's e-bike fleet.
- Support FEL's Bike Servicing contracts by completing bike maintenance in a timely manner and to a high standard and ensuring all administration is completed.
- Assist with project monitoring and reporting of the service in line with funding outcomes.
- Assist in the purchase of relevant equipment and consumables required to maintain the fleet and workshop effectiveness. Ensuring accurate recording and separation of consumables purchased for FEL's bike fleet and consumables purchased for external bike servicing contracts.
- Support the Senior Bike Medic Officer with the management and monitoring of FEL's e-bike fleet, ensuring liaison with the Finance & Admin Manager with any changes or updates to FEL's asset register.
- Communicate effectively within the Active Travel team and wider FEL projects and management team.
- Where applicable work in partnership with other initiatives, groups and help support local cycling related businesses.
- Contribute to the upkeep of the service workshop
- Deal with customer care enquiries including communication by telephone, face-to-face, email, and social media.
- 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.
- Act as the public face of FEL's Bike Medic and help to shape the customer experience.
- Provide excellent customer service.
- Support the development of 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.
- Promote FEL's cycling and walking work and activities.
- 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