

## Job Description

<b>TITLE: CYCLEHOOP MAINTENANCE OPERATIVE</b>	<b>DATE PREPARED: 21/04/21</b>
<b>SALARY: SESSIONAL WORKER £15/HR (REACTIVE)</b>	<b>LOCATION/ DEPARTMENT: EDINBURGH B2B</b>
<b>HOURS WORKED: REACTIVE (AS REQUIRED)(24 TO 36 HOUR CALLOUT)</b>	<b>REPORTS TO: B2B COORDINATOR</b>
<p><b>Job Purpose:</b> Cyclehoop Ltd is an award-winning company that designs and installs innovative cycle parking shelters across the UK. Bike for Good provides the scheduled &amp; reactive maintenance, cleaning and repairs of the shelters across Edinburgh. As a Reactive Maintenance Operative your role will be to promptly attend to any reactive minor and major maintenance repairs that are called in, carry out initial assessment, complete repairs where possible and complete the subsequent work reports.</p>	
<p><b>Principal Accountabilities:</b></p> <ul style="list-style-type: none"> <li>● You will be required to promptly attend to any reactive maintenance repairs that are called in and carry out initial assessment and repairs. Contractual maximum response times are 24 hrs (major incidents) &amp; 36 hours (minor incidents) (not including weekends &amp; bank holidays).</li> <li>● 100% of jobs must have an online job sheet completed (via app for your mobile device).</li> <li>● The majority of the work will be lone working, apart from larger jobs where additional support will be provided. Lone working procedure must be followed.</li> <li>● Maintain and manage any stock and tools.</li> <li>● The Health &amp; Safety of yourself and members of the public is paramount and company H&amp;S procedures must be adhered to at all times.</li> <li>● Present a professional image of both Bike for Good (the employer) and Cyclehoop (the client).</li> <li>● Ensure that the client (Cyclehoop) and all customers (renters of bike storage) receive excellent levels of customer service at all times.</li> <li>● As a Sessional Worker you will be required to comply with our Sessional Worker Guidelines and complete a Self Employed Disclaimer making you responsible for payment of your own tax, etc.</li> <li>● The above list is not exhaustive. There may be a requirement to undertake additional duties, consistent with the level of the post.</li> </ul>	

## Job Description

### KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED (THE PERSON SPECIFICATION) (E = Essential, D = Desirable)

- Clean Full UK driving license, able to drive our company vans - D
- Good manual & mechanical skills and experience using power tools to enable the assembly, rebuild and repair of the Bikehangars - E
- Must be physically fit, strong and able to handle heavy items - E
- Comfortable with lone working - E
- Based in Edinburgh - E
- Enjoy cycling and be confident cycling on busy roads - E
- Awareness of Health and Safety and ability to practice safe working methods - E
- Ability to adapt and come up with creative solutions to solve problems - E
- Ability to deliver great customer service and keeping quality standards – E
- Flexible & Self-motivated - E
- High level of planning and organisation skills – E
- Knowledge of cycling industry – D
- Keen interest in cycling and bikes – D

### Special Features

- This is a self-employed position.