

## Introduction from Gregory Kinsman-Chauvet, Founder and Cycling Enthusiast Officer (CEO)

It is an inspiring time to join Bike for Good as it plans to take its award-winning programmes to a national level.

We've launched Scotland's first bike mechanic traineeship for women and non-binary and became Scotland's first [Cytech](#) training centre. As well as our fantastic New Scots project offering skills, training, and cycling activities to over 80 asylum seekers and refugees.

In addition, we've piloted the world's first impact-led bicycle subscription scheme. A real opportunity to develop this circular economy model in collaboration with other organisations. And a lot more you can find out [here](#).

Bike for Good is Glasgow's go-to community cycling organisation and one of the largest ones in the UK. We're ready to develop our most innovative solutions for the Scottish (UCI 2023, Cop26) and the UK national level!

With the upswing in interest in cycling and the growth of the cycle industry, we have a fantastic opportunity for our social enterprise to grow its profit to deliver more social impact outcomes, whether as a customer or a beneficiary user. Exciting times!

*"You do not need to be a cyclist to ride a bike"*

Peter Walker, Bike Nation

We look forward to meeting candidates who are up for the unique and important challenge to take Bike for Good forward at what is an exciting time for the organisation and the cycling community in the UK.



## About Us

Bike For Good is a cycling charity based in Scotland, **our mission is:**

*We enable people to ride a bike. We believe that cycling is the most effective and sustainable form of transport; we believe it enhances our chances for a healthy life and environment.*

Founded in 2010, Bike For Good sells and services refurbished bikes runs maintenance classes, provides cycle training, and delivers community programmes, changing lives for the better through cycling. Bike For Good welcomes new or existing cyclists to engage with their cycling community hubs. Beneficiaries include bike lovers, curious commuters, those with physical and mental health conditions, young people, refugees and asylum seekers, and those who have never cycled before in their lives.

The organisation's funding comes from the sale, donations and grants.

The Bike For Good team comprises cycling enthusiasts, professional bike mechanics, and a dedicated delivery team working with various community centers.

More information: <https://www.bikeforgood.org.uk/>



## Vision

*“A healthy and inclusive environment where everyone in the community benefits from more people cycling”*

## Mission

*“We enable people to ride a bike. We believe that cycling is the most effective and sustainable form of transport; we believe it enhances our chances for a healthy life and environment.”*

## Values

### **Passionate**

We are passionate about cycling as a tool for positive change.

### **Supportive**

We work at the heart of communities, empowering people and building partnerships. To make this happen, we nurture a collaborative work environment.

### **Expertise**

We continuously develop our skills and share them with our volunteers and staff throughout the community.

### **Environmentally aware**

We protect and preserve the environment for the benefit of all.

## Strategic Themes

- People - Invest in our teams (volunteer and staff)
- Finance - Establish a financially robust Social Enterprise
- Users and customers - Deliver outstanding service
- Impact - Embed better ways to monitor and report

# Job Description

## Job Title - Bicycle Technician

**Salary** - Grade 2, £22,927.78 (salary on the appointment is at the start of the pay band)

**Location** Glasgow shops - South and West

**Contract** Permanent, 37.5 hrs (Tuesday to Saturday)

## Purpose

As a Bike for Good work colleague, you will be part of our vision for a healthy and inclusive environment where everyone in the community benefits from more people cycling.

Reporting to the Bike shop Coordinator, you will have technical & retail responsibility within the Bike Shop, ensuring that your role supports the rest of the team with the day-to-day completion of work.

The primary responsibility is to perform retail and workshop activities including repairs & servicing, bike refurbishing & customer service in order to deliver Bike for Good's role of providing new and second-hand parts, bikes and accessories and services.

Developing & delivering quality standards & professionalism is a key priority and ensuring that Bike for Good's commitment to delivering prompt and professional customer service is achieved at all times.

## Reporting Line

Bike shop Coordinator / Bike Shop Lead

## Key Responsibilities

### Operations:

- Engage with all activities such as bike refurbishing, repairs and servicing, customer service, customer donations & warehouse activities as required.
- Undertake daily tasks, ensuring compliance with organisational standards set by the leadership team.
- Understand & comply with all EPOS (electronic point of sale) key functions including task management, stock control and transaction processes
- Understand and comply with all relevant operational procedures
- Support with maintaining store environment and housekeeping standards

### Controls:

- Understand & comply with Bike for Good brand standards on store set up & presentation
- Understand company policy and rules regarding Health & Safety measures and demonstrate compliance and controls
- Compliance with all till and cashing up controls, adhering to UK GDPR at all times
- Comply with the booking & communication process for services and repairs
- Consistently meet agreed refurbishing and servicing targets
- Understand and comply with Revolve Reuse standards at all times
- Use workshop tools, machinery & assets safely and keep work areas safe and organised

### Sales:

- Understand & deliver an exceptional customer experience
- Advise and recommend products and services to suit customer need and budget
- Understand product & service features and benefits, upselling where appropriate
- Understand merchandising guidelines to ensure effective product displays

### Teamwork:

- Understand your individual role and responsibilities and how they impact the team
- Support and engage with the team and act as a role model
- Demonstrate positive communication at all levels, building good working relationships within the team
- Understand and actively engage with relevant Bike for Good digital communication & task management solutions including Google Workspace: (Chat, Gmail), BreathHR & Atlas.
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The above list is illustrative, not exhaustive. There may be a requirement to undertake additional duties, consistent with the level of the post, as directed by leadership.

## Person Specification

### Essential:

- Minimum of 2 year's experience as a bike mechanic in a professional setting or Cytech Level 2 qualification (or equivalent)
- Understand how to correctly & efficiently refurbish, assemble and check all types of bikes, undertake repairs and various levels of service.
- Understand and comply with all health and safety procedures.
- Understand & demonstrate exceptional customer service.
- Excellent organisation and time management skills.
- Able to prioritise tasks effectively & meet deadlines.
- Able to carry out technical work to a high standard.
- Eagerness to analyse & solve problems, taking ownership to resolve them.
- Ability to pay close attention to detail, juggling multiple tasks at once.
- To have a passion for cycling and inspiring people to cycle.
- Enthusiastic and dynamic yet collaborative team player with a high degree of integrity and personal responsibility.

### Desirable:

- Experience of EPOS(electronic point of sale) & digital tools

The job description is current at the date of issue, however, is subject to updates and changes throughout the recruitment process and beyond.



## Bike for Good Benefits, Reward and Recognition Provisions.

Pension Scheme	Eligible employees are automatically enrolled in Nest's Bike for Good Pension scheme within three months from their start date. At present, Bike for Good contributes 3%, with employees contributing 5% (less tax relief)
Stress Counselling Helpline	Confidential service is provided by a team of Counsellors who are qualified and experienced in assessing work-related problems.
Annual Holiday	37 days per leave (pro rata for part-time staff)
Enhanced Sick and absence pay	Company paid sickness absence in accordance with the Absence from Work Policy.
Enhanced Jury Service	Full salary paid during Jury service minus deductions for expenses received from the court.
Bike Purchase / Cycle to Work Scheme	✓
Staff Discounts on Cycling Goods and Services	✓
Flexible working Practices	✓

Long service recognition - 5,  
10 and 20 years



Staff Survey Have your say in the quarter and annual anonymous staff surveys.

## How to Apply

Please complete our [online equal opportunities form](#)

and, please send your CV OR the application form (on our [website](#)) to and return it to:

[bobbie.ollerenshaw@bikeforgood.org.uk](mailto:bobbie.ollerenshaw@bikeforgood.org.uk) with the Job name in the subject line

DEADLINE: 17/08/2023

If you require further information or a confidential discussion, please contact us.

Bike for Good is committed to ensuring that people under-represented in cycling are supported and encouraged at every step in their cycling journey. To achieve this, we want to build an inclusive and representative community, both within our organisation and in the communities we work. As an organisation, we are committed to attracting, developing and retaining the best people for Bike for Good and the communities we serve. Everyone will be respected and valued for their contributions.

We encourage people that identify with a marginalised background to apply for our roles. However, all applications are welcome and will be treated fairly and equally. Please contact us if you need additional support or information to aid your application.

You can read more about our work to increase diversity and inclusion in cycling here on our website: <https://www.bikeforgood.org.uk/about-us/equality-diversity-and-inclusion/>

Bike for Good are a Disability Confident and Real Living Wage Employer.

