

THE BRICK

PROJECT
SHOP
WORKS
GIVING

QUEENS HALL ACTION ON POVERTY

JOB DESCRIPTION

Job Title: Bicycle Mechanic

Salary: £11.00 per hr

Status: Substantive or Fixed term contract until 31 March 2023. This role is funded externally therefore if additional funding is secured, it may be extended.

Hours: 20 hours per week (this will include occasional evening and weekend working)

Holidays: 22 Days plus Bank Holidays (Pro Rata)

Based at: The BrickWorks 4 Hodson Street Wigan – with some off site and community sessional work

Responsible to: Cycle Workshop Manager,

Accountable to: Queen's Hall Action on Poverty Trustees

Closing Date: Noon 4th January 2022

Interview Date: Wk. Commencing 10th January 2022

To Apply: Please review FULL job description attached, submit CV and Expression of Interest explaining why you would be an asset to our charity. Please register and upload documents here:

<https://hr.breathehr.com/v/bicycle-mechanic-20065>

Please apply early as we reserve the right to close applications as soon as sufficient applicants have been received

Summary

The Brick is a growing Charity with big aspirations for people in need within our community. We provide RELIEF, RESTORATION and REFORMATION by offering a personal transitions service, unique to every person because every individual is at the heart of their own transition.

We are working with Wigan Council to deliver a major programme of work to increase rates of cycling and walking. You will play a key role in helping us to refurbish 100s of bikes for local people, local families, schools, and other organisations as provide training and work experience in bike maintenance for people supported by The Brick, transitioning through homelessness. You will work closely with people from other services to support this campaign across the whole borough. A key responsibility of this role is to provide

specialist training and mentoring with a focus on work experience for people who are homeless, helping to develop customer care, confidence and communication skills.

Main purpose of job

You will be responsible for day-to-day work in the workshop – repairing, servicing and refurbishing bicycles.

You will support the daily workload of the workshop, ensuring that we meet our targets for supplying bikes and training in line with the Mayor's Challenge Fund programme.

You will deliver training and supervision to trainees and volunteers in the workshop enriching their employment opportunities and general wellbeing. Focus will be on bringing previously homeless volunteers into employment and training.

Main Responsibilities

- Oversee the daily workload in the workshop
- Supervise work, check completion, and deliver work to high quality
- Understand all processes and procedures and set the example for others
- Maintain good administrative records
- Help to maintain a positive workshop environment with good housekeeping standards
- Deliver bicycle maintenance training (basic and higher level) to small groups to a high standard
- Support the management and mentoring of trainees and volunteers
- Advise customers and other organisations on the right solution for their needs
- Actively share knowledge and expertise with others
- Help at events and community workshops when required
- Plan and prioritise workload
- Deal with queries, responding to complaints and resolving concerns in a positive manner

Skills and personal qualities

- You will be passionate about bicycles, highly motivated and driven
- Hold a recognised cycle service qualification (or have extensive experience and knowledge in repairing, servicing and the refurbishment of cycles – and be willing to complete a recognised qualification within 3 months of start)
- Understand and comply with all health and safety procedures
- Ability to drive sales through excellent service
- Ability to motivate colleagues and trainees with effective communication
- Demonstrates a positive approach to all their work and gives the best of themselves to every task and challenge
- Problem solving skills

Your contribution to the Team

- Contribute effectively to the Brick Bike team to achieve agreed performance and quality standards
- Attend Team Meetings and ensure effective communication with staff within the organisation
- Assist in providing cover in the team for absences
- Work flexibly to meet the changing needs of the organisation – undertaking any other duties that may be reasonably requested
- Encourage and support others to push themselves and deliver great work

- To report, record and deal with complaints as per Charity Policy and Procedure Health and Safety In line with Health and Safety and Lone Working Policies, take reasonable care of personal health and safety, the health and safety of people you will work with and other persons who may be affected by acts and omissions.
- Ensuring volunteers, trainees and employees are following Health and Safety Procedures and all incidents or near misses are recorded and acted on appropriately.
- Report any incidents to relevant Manager.

Diversity

Understand and implement The Brick's Equality and Diversity Policy

Out of Hours

Be willing to undertake work during out of hours, including weekends and evenings assisting at events and workshops when necessary.

Be willing to undertake and assist in fundraising activities which may occur out of hours Promoting fundraising for the Charity

General

The post holder will be expected to:

- Operate all financial procedures in line with Queen's Hall Action on Poverty.
- Perform any other duties consistent with the broad objectives of the post.
- Participate in individual performance review and respond to agreed objectives.
- Attend and be an active participant in team meetings, team training and other internal meetings etc.
- Attend external meetings, forums, conferences, training etc. as required by the Brick
- Be aware of professional standards expected in the service, in terms of holistic person-centred delivery, required ongoing personal and professional development.
- Maintain up-to-date knowledge of legislation, national and local policies, procedures, recommendations, and guidelines
- Take responsibility for ensuring that legal obligations regarding information which is processed for both volunteers and staff are kept accurate, confidential, secure and in line with the Data Protection Act 2018 and Confidentiality Policies.
- Not abuse their official position for personal gain, to seek advantage of further private business or other interests in the course of their official duties.
- To undertake other such duties consistent with the post, as jointly agreed between the post holder and Queen's Hall Action on Poverty
- To at all times deliver the service in line with and adhere to the Policies and Procedures
- To undertake other duties when required in order to aid in the smooth running of the Workshop
- To promote good communication within The Brick and the Charity as a whole.
- To ensure good time management

Good Practice

Queen's Hall Action on Poverty are committed to the safeguarding and protection of all young people and adults, In line with our Safeguarding policies. We will carefully select, train, and support all those with any responsibility within the Charity, in accordance with our rigorous recruitment and selection

	<i>Essential</i>	<i>Desirable</i>	<i>How to be achieved</i>
<i>Holds a recognised Level 2 City and Guilds in cycle mechanics and service Qualification (or be willing to obtain qualification within 3 months) & have demonstrable experience and knowledge in the repair, servicing and refurbishment of cycles.</i>	✓		<i>Application form</i>
<i>Experience in supervising others and delivering work to a high standard and quality.</i>	✓		<i>Application form</i>
<i>Ability to drive effective sales through excellent customer service</i>		✓	<i>Application form & Interview</i>
<i>Supervisory experience in delivering bicycle training and community workshops</i>	✓		<i>Application form and interview</i>
<i>Knowledge of Health and Safety requirements</i>	✓		<i>Application form and interview</i>
<i>Passionate about Cycling and keen to promote engagement in cycling for health and wellbeing.</i>	✓		<i>Application form and interview</i>
<i>Ability to motivate colleagues and trainees through effective communication</i>	✓		<i>Application form and interview</i>

<i>Excellent active communication, listening, negotiating and interpersonal skills</i>	✓		<i>Application form and interview</i>
<i>Excellent time management, skills</i>	✓		<i>Application form and interview</i>
<i>Ability to work independently and be self-motivating as well as working well in a team.</i>	✓		<i>Application form and interview</i>
<i>Ability to work in a fast paced environment</i>	✓		<i>Application form and interview</i>
<i>Knowledge working within the third sector</i>		✓	<i>Application form and interview</i>
<i>IT competency</i>		✓	<i>Application form and interview</i>