



QUEENS HALL ACTION ON POVERTY

- Job Title:** Bike Workshop Manager
- Salary:** £24,000 (dependent on experience) plus Pension and Health Benefits
- Status:** Full Time, Fixed Term Contract: 37.5 per week until 31st March 2023. This role is funded externally therefore if additional funding is secured, it may be extended
- Holidays:** 22 days plus Bank Holidays per annum. (Work may involve regular evening and weekend sessions as part of our community outreach)
- Based at:** Wigan and Leigh. (Your primary base will be the Brick Works, Wigan)
- Responsible to:** Senior Service Manager - Restoration / 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 here. <https://hr.breathehr.com/v/bike-workshop-manager-20066>

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 tailored support, hope, and opportunity to those looking to improve their quality of life.

We are currently working in partnership with Wigan Council to support the Greater Manchester Mayor's Challenge fund for improvements to local cycling and walking provision. This partnership enables a creative approach to bike supply and creation of new hubs through the support and training of people who are homeless, thus providing Wigan with wider social benefits. Specialist training and mentoring will be introduced for additional training cohorts, with a focus on training and work experience for people who are homeless, that develops their customer care, confidence and communication skills. Training programmes will build the skills of people enabling them to move into jobs with a focus on group sessions, which build self-esteem and confidence, to enable people to make successful applications for work and further training. We will also partner with local businesses for securing employment opportunities.

A key part of this project is to improve access to affordable bikes to enable people to access work, training and local services as well as promoting healthy lifestyles. This post will manage our commitment to that programme of work and be responsible for delivering the project outcomes and MCF targets.

Main responsibilities

Your role will be to grow and promote the workshop as well as managing a small team of staff and Volunteers. You will take a hands-on role in the workshop on a day-to-day basis - being actively involved in the day-to-day repair, maintenance, and recycling of donated bikes for the general public. You will be responsible for delivering the targets and social outcomes that underpin the funding for this project.

You will help to develop long term business sustainability through increased donations, income generation and maximisation of both the workshop resources and the track record / reputation we have already secured.

You will help to develop a long-term vision for the next 5 years in the workshop – developing new business opportunities that meet local need as well as providing income streams to underpin the social output of our work. Where appropriate you will secure external support through trusts and grants to support key areas of work.

You will monitor and evaluate the workshop against key performance indicators and project targets. You will also collate data and information, such as case studies to assist with the evaluation of the social impact of the project.

The person we need

- Conscientious and hard-working individual who understands quality standards and can manage paid staff and volunteers with care in a workshop environment
- Someone who understands the ethos and values of the Brick and its work with local people
- Passionate about bicycles and qualified to at least City and Guilds Level 2 or equivalent
- Experience in managing a workshop – responsible for managing income, maintaining stock, handling customer orders, overseeing health and safety
- Experience in a retail environment providing excellent customer service
- A great communicator – able to use IT and all related systems

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

	Essential	Desirable	How to be achieved
<i>Holds a recognised Level 2 City and Guilds in cycle mechanics and service Qualification & 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>Experience in managing a workshop environment</i>	✓		<i>Application Form</i>
<i>Ability to drive effective sales through excellent customer service</i>	✓		<i>Application form & Interview</i>
<i>Supervisory or management 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, organisational and administrative 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>
<i>Ability to think analytically and problem solve.</i>		✓	<i>Application form and interview</i>