

Job Advert

Job title	<i>Operations Administrator</i>
Reporting to	<i>Operations Manager</i>
Team & Location	<i>Operations Team, The Bike Project Head Office, 12 Crossthwaite Avenue, SE5 8ET</i>
Salary	<i>£21,600-£23,500</i>
Start Date	<i>1st January 2019</i>
Hours	<i>Full Time (37.5 hours, Mon-Fri)</i>
Version Date	<i>November 2018</i>

Background

Our mission is simple, to get refugees cycling! We are a community of refugees, mechanics and volunteers. We collect donations of second-hand bikes, fix them together at our workshop, and then donate them to asylum seeking refugees. A small proportion of the bikes that we receive are sold through our online shop to generate funds, the proceeds of which support The Bike Project, and ensure our long-term sustainability.

There are approximately 13,500 asylum seekers that flee to London each year and almost 27,500 bikes are abandoned in the same period. Our mission is to match the two.

The Bike Project is going through a significant period of growth. This new full time position is required to support the team to as we grow, including expanding the delivery of bike donations, Pedal Power and Bike Buddies whilst developing our retail arm, The Bike Shop. We are looking for someone who will help us pursue this mission and sustain our commitment to support refugees.

The Bike Project is an interesting and supportive place for you to grow and professionally develop in the charity and social enterprise sector. You will report to the Operations Manager and your role will have a high level of autonomy as you bring your expertise in administration to our already highly specialized team.

We particularly encourage applications from women, disabled, and Black, Asian and Minority Ethnic (BAME) candidates, and those who have personal experience of being a refugee. The Bike Project is a Living Wage accredited employer.

Job purpose

The purpose of this role is to provide support to staff by taking responsibility for administrative duties and supporting financial procedures to ensure a smooth running working environment. The role will also ensure consistent and excellent customer service is delivered throughout the organization and the needs of both customers and beneficiaries are equally met to a high standard. The post holder will need to maintain a good working knowledge of The Bike Project's products, services and policies.

Duties and responsibilities

- Responsible for administrative duties and tasks to support the day to day operations of the social enterprise and charity.
- Follow financial procedures and support bookkeeping activities.
- Assist with the ordering of general supplies and stock control.

- Coordinate a smooth working environment through the management of IT and telephone infrastructure and support contracts, oversee general maintenance and implement fire, health and safety recommendations.
- Deliver high quality customer service by handling incoming telephone and email enquiries from customers and beneficiaries.
- Assist with organizing calendars, events and training for the staff team.
- Handle large volumes of sensitive data, using a CRM system (Salesforce), and ensure that data protection and filing systems are adhered to at all times.
- Assist in the running of bike donation sessions at our workshop; this may include conducting surveys, fitting beneficiaries with accessories or giving travel and cycle safety advice.
- Assist with the management of volunteers as required.
- Perform any other reasonable duties on an ad hoc basis as required by the charity.

Person Specification

- Minimum of 2 years' experience as an office administrator or in another relevant role.
- Experience of following financial procedures, such as making payments, filing of receipts and invoices as well as managing supplier contracts.
- Experience of carrying out procurement duties and stock control activities.
- Experience delivering high quality customer service, preferably within the retail or charity sector.
- Excellent English language skills (both written and oral) are essential for this role. Additional language skills (preferably Arabic, Farsi, French or Amharic) are considered beneficial.
- Excellent interpersonal awareness and communication skills with the ability to listen and understand the needs of others.
- A thorough and systematic approach to diagnosing and solving problems with minimal supervision.
- Experience of volunteering and / or training volunteers of in processes.
- Knowledge of the refugee sector in the UK, and experience of working or volunteering for a charitable organization.
- High level of organizational skills with exceptional attention to detail.
- Ability to conduct all duties in a manner that is non-judgmental and respects differences.
- Shares The Bike Project's values and ethos, and committed to The Bike Project's vision.

Working conditions

This job will include working from time to time with vulnerable people in sometimes challenging situations, as such, a DBS basic disclosure will be required.

Physical requirements

None.

Direct reports

Volunteers from time to time.

Application process

Please submit your application of CV which must be accompanied by a covering letter that addresses the person specification (no longer than one page in length) by email to recruitment@thebikeproject.co.uk

The closing date for all applications is midnight on Monday 10th December, 2018. Interviews will be held on 13th and 14th December 2018.

Please direct all enquiries to recruitment@thebikeproject.co.uk