



Welcome to the Bike project

Our mission is simple, to get refugees cycling! We are a community of refugees, mechanics, staff and volunteers. We collect donations of second-hand bikes, fix them together at our workshop, and then donate them to asylum seeking refugees. A 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, turning over £1.5 million in 2020. We are expanding the delivery of bike donations, Pedal Power and Bike Buddies whilst developing our retail arm, The Bike Shop. We are looking for a Technical Assistant for our West Midlands workshop to support the efficiency of the wider technical spaces by taking on tasks that allow technicians to focus their resources on output related activities.

In this pack you will find more information about the role and the benefits we offer.

To apply, please send your CV by 31st May, 2021 to recruitment@thebikeproject.co.uk, together with a cover letter that addresses the following questions:

Please also tell us why you are interested in the refugee sector (include any challenges you have had to overcome in your own life which you feel are relevant)

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.

Thank you for your interest in the Bike Project and best of luck with your application

Best Wishes

Jem Stein

CEO

ABOUT THE ROLE

Job Title:	Technical Assistant
Hours:	Three day a week role (occasional weekend work)
Based at:	Located at Birmingham Workshop
Reporting to:	Birmingham Workshop Manager
Salary:	£19,000 per annum

PURPOSE OF ROLE

This is a starter role to support the efficiency of the wider technical spaces by taking on tasks that allow technicians to focus their resources on output related activities. It provides a foot in the door for applicants who are new to the bike industry and an opportunity for the Bike Project to encourage diverse applicants. For this role, we prioritise women and BAME applicants and project beneficiaries that have a right to work.

Key Responsibilities:

To learn then consistently demonstrate key technical competencies outlined in a training and development plan, supported by a Lead Technician.

To process and register new bikes coming into the project at a minimum rate of 9/hr

Key Activities:

Assess mechanical workload for bikes as outlined by the bike grading procedure

Record specific data for each bike as required by Salesforce including bike register check and info needed for gift aid claims

Manage the full processing of one off walk-in donations to the workshop throughout the week.

To maximize bike storage space onsite on an ongoing basis. To ensure bikes stored in their allocated racks/hanging frames.

Make sure certain bikes are accessible and available to hand at key intervals throughout the week. Ensure all bike stock is clear of exit routes as per fire/health and safety guidelines.

Manage scrap bikes - lease with local scrap collector to collect scrap at regular frequencies to free up space. Organize stripping and storage of re-useable parts by volunteers. Record data for scrap bikes as per Salesforce requirements.

To process bikes sold; Complete Pre-Delivery Inspections, boxing bikes and accessories ready for shipping.

Use Salesforce to accurately add all parts and stock used on bikes. At times to assist the Stock Coordinator with stock takes or daily line counts.

When necessary assist with front of house activities e.g. allocating and sizing bikes and safety accessories to beneficiaries, responding to general project enquiries.

Encourage each other to work tidy and efficiently, keep all tool and spares in use in their appropriate place. Help maintain a safe working to environment and raise awareness of potential risks straight away.

Person Specification

Requirement	Essential/Desirable
<p>Must be able to demonstrate an ability to work with their hands to complete basic practical repairs and maintenance i.e. home DIY tasks.</p> <p>Must have desire to develop bike maintenance skills and a passion for cycling in general</p>	Essential
<p>Able to demonstrate an understanding of basic bike maintenance and repairs. Can fix puncture repairs, change tires, adjust brakes.</p>	Desirable
<p>Able to demonstrate a readiness to learn and develop.</p>	Essential
<p>Though not essential may have recently gained cycle maintenance and repair Level 2 Qualification such as city and Guilds or Cytech and is looking to build experience.</p>	Desirable

Some knowledge of Microsoft Office beneficial. Experience with CRM systems such is highly desirable, in addition to web or cloud based platforms useful.	Desirable
Ability to manage own workload meet the expectations of a target driven workplace with excellent time keeping	Essential
Ability to problem solve with minimal supervision.	Desirable
A passion for cycling	Essential
Shares The Bike Project's values and ethos and committed to The Bike Project's vision	Essential
Excellent interpersonal awareness and communication skills with the ability to listen and understand the needs of others.	Essential
Additional language skills (preferably Arabic, Farsi, French or Amharic)	Desirable
Knowledge of the refugee sector in the UK, and experience of working or volunteering for a charitable organization	Desirable
Ability to conduct all duties in a manner that is non-judgmental and respects differences	Essential
Advocate for cycling	Essential



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. The role includes weekend work and occasional evening work, and may also require working outside.

The role requires individual to work on their feet for long periods of time, as well as lift and move heavy objects e.g. bikes. An openness and sensitivity to religious and cultural differences is essential when interaction with beneficiaries.

Benefits

Flexible Working Hours

At the Bike Project we know all our staff are deeply committed to our cause, love their jobs, and want to do well.

This is great because we do expect hard work, passion, commitment. We also want staff to have a good work life balance and do not expect them to be working a lot of extra hours on a regular basis.

We therefore have a truly flexible approach to working hours and a TOIL policy so that staff can manage busy projects without damaging their overall work life balance

Roles and Training

The Bike Project aims to provide varied and rewarding roles, a supportive and ethical culture, lots of opportunities for development and progression as well as competitive levels of pay to retain a suitably skilled and experienced professional staff.

We have an appraisal scheme that focuses very much on development, a range of training available around topics such as personal productivity, mental health fitness, culture and values training, as well as training specifically tailored to individual roles.

Holidays and sabbaticals

We offer 28 days holiday, including bank holidays, and we close the office in between Christmas and New Year, adding another three days holiday. Staff accrue an extra day for every year of service, up to a maximum of 33 days per annum.

Sabbaticals are available for staff with long service

Family Leave

We offer enhanced maternity pay (13 weeks full pay, including statutory maternity leave and thirteen weeks half pay) subject to eligibility criteria. We also offer enhanced paternity pay of three weeks full pay.

Sick Leave

We offer two weeks full pay and two weeks half pay

Cycling

For keen cyclists (as most of us are) this is the place to be for benefits relating to cycling. We offer discounted bikes, discounts on bike parts and cycling accessories and a free bike service.

Pensions

We offer a pension scheme with an employers' contribution of 4 % and employees' contribution of 4%

Team Building



We also hold cycle rides as part of team building including Ride London. We hold quarterly staff lunches, an annual fun day and annual party.