

Recruitment Pack

Administrator - Interim

January 2025



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About Bikeworks

Bikeworks is a London based community-evolved social enterprise. We use cycling as a 'tool for good' to address social, economic and environmental challenges across London's communities.

Our Mission

Building a more inclusive, active community of cyclists. Who lead and inspire a legacy of lasting social value and positive environmental impact for future generations, one cycle at a time.

How we do it

Bikeworks creates impact every day, providing over 50,000 cycling experiences last year. This includes our inclusive cycling All-Ability Clubs, Cycle Skills delivery for adults, families and groups, accredited Mechanics Courses, Dr Bike and maintenance courses, Team Building Challenges, our Cycle Connect service, and much, much more.

At Bikeworks because we are a business with a mission, we reinvest all our profits back into the delivery of our inclusive community programmes.

About the Role

We're looking for an adaptable customer focused person for an interim period to provide us with admin support, working alongside our friendly, busy team in the beautiful environment of the **Queen Elizabeth Olympic Park**.

The role will provide support as required across several service areas. Including but not limited to:

- Cycle Connect
- All-Ability
- Cycle Skills Training, including E-scooter & E-cycles
- Maintenance, Mechanics & Logistics

The role will also provide office support, e.g. monitoring our enquiries in-box and general enquiries phone line, in addition to monitoring and ordering of supplies.

Located in our **Inclusive Cycling Hub**, you'll enjoy contributing to a collaborative team atmosphere and taking on a varied workload, showing a real interest in what we do and our social purpose.

This is the perfect opportunity for anyone wanting to demonstrate their skills and experience in an award-winning social enterprise.

Key Responsibilities

Outlined below are the primary responsibilities of the role; additional duties may arise as needed.

- **Customer Service:** Provide a friendly and welcoming experience. Respond to enquiries and answer queries, in a timely manner.
- **Business Support:** Provide business support to the team, working closely with Project Managers and Coordinators.
- **Operational Support:** Coordinate bookings with the public, groups, organisations, businesses and our freelancer team.
- **Administrative Support:** Update our data systems and contribute to the accurate reporting of activities. Follow data and systems processes.
- **Office Support:** Organise, purchase & maintain stock & equipment.
- **Relationship Management:** Build good relationships with customers, team members, and other stakeholders.

In General:

Provide support to the Business Operations Lead as requested. Attend and contribute to team meetings. Ensure a high level of cleanliness is maintained across Bikeworks' premises. Respond to any ad hoc tasks appropriate to the role. Take reasonable care for the health and safety of the public in accordance with legislation, and government guidelines. Support Comms & Marketing activities, including collaborating with the Comms & Marketing Lead to produce both digital and physical marketing assets.

Candidate Profile

About you

We are looking for someone with excellent interpersonal and written skills, as well as admin experience.

Essential Skills & Experience

- Minimum 1 year of providing admin support, or similar.
- Strong customer service skills
- Excellent spoken and written communication skills in English.
- Experience of following processes and procedures.
- Strong IT skills, we use Google Workspace, Xero, Hootsuite, and our own CRM system.
- Ability to work proactively and independently, as well as part of a team.
- Ability to promote and sell the products and services of Bikeworks to a wide audience of customers.
- Experience of working on own initiative, to organise and prioritise work.
- Strong alignment with the values of Bikeworks and the ability to champion these.

Owing to the nature of the role, we cannot offer working from home.

Salary and Conditions

Salary:	£24,000 - £27,000
Hours Per Week:	Full time, 35 hours per week (with potential for flexible/ compressed hours)
Leave:	25 days + Public Holidays (pro rata)
Contract Type:	Fixed Term initially for 3 months (with potential for a further 3 month extension)
Location:	Queen Elizabeth Olympic Park, E20
Responsible to:	Business Operations Lead
Working Hours:	Bikeworks is open Mon to Fri, 9am to 5pm
Right to Work:	We can only accept applications from candidates who have the right to work in the UK.
DBS:	As part of the onboarding process a standard DBS check will need to be completed.

Join the Journey!

We work together and use cycling to address inequality, to create experiences, to promote wellbeing and to have a positive environmental impact for future generations.

Our people and our shared values are key to supporting us achieve our growing ambition and our mission of 'using cycles for good'. With teaming, inclusion, innovation and fun being at the centre of the continued success of our journey. It's this clear purpose along with flexibility and variety in how we work that will help you to develop and make a difference.

Equality, Diversity and Accessibility

Bikeworks is committed to inclusion. We want to ensure our team represents a wider cross-section of society. This means providing access to everyone. If you require any reasonable adjustments to be made or support in applying for this role, or at interview, let us know.

How to apply

Interview Date(s): We plan to start interviewing for the role on a rolling basis from the 29th January onward

Start Date: As soon as possible (the role will remain open until filled)

Please send your CV & Covering Letter to: recruitment@bikeworks.org.uk

In the subject header of the email please put: Administrator - Interim