

## Job Description

### Bike Workshop and Retail Coordinator



<b>Responsible to</b>	Chief Executive
<b>Salary</b>	In the range £24,214 to £25,214 per annum + 6% contribution to pension scheme
<b>Hours of work</b>	37.5 hours per week*, including Saturdays and occasional evenings
<b>Place of work</b>	Kirkcaldy
<b>Contract</b>	Fixed term to 31 <sup>st</sup> March 2022 initially, with possibility of permanent post thereafter
<b>Holiday</b>	33 days, inclusive of public holidays, per annum
<b>Requirements</b>	The post-holder will be subject to a Disclosure Scotland check

\* We will consider requests for part time hours

### Job purpose

Greener Kirkcaldy is a community-led charity and social enterprise, working on a local scale to benefit people and our environment. We run a wide range of projects: tackling climate change and social injustice, and bringing our community together. We have delivered cycling activities, including training and group rides, since 2017.

The Bike Workshop and Retail Coordinator will lead the start-up and development of a new social enterprise – a community bike shop offering bike servicing and repairs, sales of refurbished bikes, and a small range of accessories. You will lead a small team to repair and service bikes, upcycle donated bikes for sale, deliver Dr Bike events, and deliver basic and advanced bike maintenance workshops. You will lead a small team consisting of one or two Bike Mechanics (to be recruited) plus volunteers who will assist in activities.

We have secured start-up funding, from the Climate Challenge Fund, which runs until

March 2022. Our aim is to develop a thriving social enterprise that can then continue long after the start-up funding ends. The new enterprise is part of a wider project to promote cycling in Kirkcaldy and help people reduce their car use.

### **Specific responsibilities**

- To help recruit the Bike Mechanic(s), and then to provide line management, support and supervision to your team
- To help select and set up new premises for the project
- To run the shop including customer service, cash and stock management
- To develop Workshop and Retail systems, procedures and quality standards, with the aim of gaining Revolve accreditation
- To carry out costing analyses and develop pricing plans
- To manage delegated budgets, in accordance with Greener Kirkcaldy procedures
- To work with Greener Kirkcaldy's Marketing Team to promote activities and campaigns
- To build relationships with suppliers and other stakeholders
- To source donated bikes for refurbishment and sale
- To monitor, evaluate and report on progress

To lead a small team (yourself plus one or two Bike Mechanics) to

- Repair and service bikes
- Assess and upcycle donated bikes, to a high standard, for sale
- Carry out retail operations and meet customer needs including helping customers to choose the correct bike and accessories
- Maintain a safe and clean working environment
- Set up and maintain accurate records of stock and sales
- Ensure sustainable systems for use and repurposing of waste materials
- Run regular Dr Bike events and deliver basic and advanced bike maintenance workshops for a wide range of participants using expert knowledge and standards
- Develop the plans and resources required to run these events and workshops
- Recruit, supervise, support and train volunteers (with the support of Greener Kirkcaldy's Volunteer Coordinator)

### **General responsibilities**

- To provide professional, accessible, and helpful customer service
- To engage with members of the public in a positive and constructive way and ensure their needs are met
- To communicate effectively with the team

- To be a positive role model for your team
- To work constructively with project partners
- To report on the success of allocated tasks
- To comply fully with the organisation's ethos, policies and procedures and relevant legislation
- To work as part of the Greener Kirkcaldy team to promote and encourage understanding of environmental issues
- To promote the work of Greener Kirkcaldy when working in the local community
- To attend staff meetings as required
- To undertake other duties in line with the job purpose