

Job Description – Active Travel Hub Shop Assistant



Responsible to	Cycle Workshop and Retail Coordinator
Salary	£24,875 per annum pro rata + 6% contribution to pension scheme
Hours of work	0.2 full time equivalent (7 hours per week) on Saturday
Place of work	Greener Kirkcaldy's Active Travel Hub premises on Kirkcaldy High Street & community locations
Contract	Permanent
Holiday	33 days, inclusive of public holidays per annum pro rata, going up to 37 days after 5 years' service. Plus an additional 5 days of annual leave (pro rata) over the Christmas period.
Requirements	The post-holder will be subject to a Disclosure Scotland check

About Greener Kirkcaldy

Greener Kirkcaldy is a community-led charity working locally to bring people together, take positive action on the climate emergency and support people through fuel poverty and food insecurity.

Based in the heart of Kirkcaldy – with a community building, training kitchen, bike shop and garden – we carry out activities across Kirkcaldy and work with partners to deliver projects across Fife.

We want our town to be a good place to live and work. We believe in a future where everyone has a say in what happens locally, people are working together to protect our environment and those in hardship are supported to live well. That includes our staff and volunteers.

Working at Greener Kirkcaldy involves being part of a positive, collaborative and social team. Our culture is really important to us. We promote equality, diversity and openness. We have a strong focus on staff wellbeing and development and encourage staff initiative and ideas.

We support all our staff with flexible and hybrid working, generous holidays, enhanced maternity, paternity and sick pay, lots of wellbeing, training and development opportunities and social events.

Job purpose – Active Travel Hub Shop Assistant

Greener Kirkcaldy have delivered cycling activities, including training and group rides, since 2017. We opened Lang Toun Cycles, our Community Bike Shop, in 2020, with the aim to develop a thriving social enterprise that sits alongside our wider work to promote cycling in Kirkcaldy and help people reduce their car use. Lang Toun Cycles is now part of our Active Travel Hub - a one-stop shop where local people can get support on active and sustainable travel, as well as buy cycling accessories, hire from one of our bike libraries, or bring their bike for servicing and repair.

The Active Travel Team currently consists of our Active Travel Project Manager, the Cycle Workshop and Retail Coordinator, Cycle Mechanics and Cycling Outreach Development Workers, plus volunteers who will assist in activities.

The Active Travel Hub Shop Assistant will be part of a small and friendly team working within the Active Travel Hub on Saturdays. This is a customer service and administrative role, supporting cycle servicing and repairs, bike hires and loans, and handling enquiries. Full training will be provided. There is an opportunity to be trained in cycle mechanics and assist with servicing and repair of bikes, if that is of interest.

Specific responsibilities

- Be a welcoming first point of contact for visitors to the Active Travel Hub
- Respond to enquiries on a range of active and sustainable travel topics
- Support retail sales and assist customers
- Administer the Greener Kirkcaldy bike library and bike loan schemes
- Carry out point of sale transactions and handle cash
- Ensure the premises are clean, well-presented and welcoming
- Assisting with regular stock checks and stock management

General responsibilities

- Work as part of the Greener Kirkcaldy team to promote and encourage understanding of environmental issues
- Promote the work of Greener Kirkcaldy in the local community
- Engage with members of the public in a positive and constructive way and ensure their needs are met
- Provide excellent customer service
- Communicate effectively with other team members, including on the success of allocated tasks
- Comply fully with the organisation ethos, policies and procedures and relevant legislation
- Undertake other duties in line with the job purpose

Person Specification – Active Travel Hub Shop Assistant

Qualifications, skills and experience
Excellent communication and customer service skills
Ability motivate and encourage others
Excellent organisational skills
Good literacy, numeracy and IT skills, including Microsoft Excel and Word
Knowledge
An interest in active travel (walking, wheeling and cycling) and/or cycle mechanics
Personal qualities
A friendly, inclusive and welcoming manner
Enjoy working with people
Proactive, self-motivated and able to use own initiative
Excellent team-worker
Flexible and able to adapt according to the needs of the organisation
A willingness for continued learning and personal development
Enthusiastic about engaging with people to tackle the climate emergency, community development and/or supporting people in hardship