



Frome Community Bike Project Workshop Coordinator

Job Description

Job title: Frome Community Bike Project Workshop Coordinator

Hours: 18 hours per week on a six month contract. Days and hours can be flexible, but will cover some of our workshop opening hours which are Wednesday to Friday 10am - 4pm and occasional Saturdays 9:30am - 1pm

End date: We have funding to secure this role for 6 months from the start date and hope to continue the role if funding allows

Location: FCBP workshop at Station Approach, Frome BA11 1RE

Salary: £6,250 for 18 hours per week on a 6 month contract (£26,000 Full Time Equivalent)

Closing date: Friday 8th November 2024

Interviews: Commence week beginning 18th November 2024

Start date: January 2025

About us:

[Frome Community Bike Project](#) is a non-profit Community Interest Company that exists to support and encourage people to cycle more for everyday journeys. We do this by selling refurbished bikes; teaching bike maintenance skills; improving cycling confidence through cycle training and group bike rides; and supporting infrastructure improvements by donating our profits to Frome's Missing Links.

Purpose of the role:

We are a new organisation and have grown very quickly in the short time we've been open. Our team is mostly made up of volunteers and as our offer expands and our popularity grows we need someone to support our team and ensure we have robust and efficient systems and processes in place to guarantee that our standard of service and our reputation continues to be outstanding and to ensure we can offer activities that are relevant and desirable to our community.

Main responsibilities include:

- Reviewing our current systems and processes, making adjustments where necessary to improve efficiency and profitability
- Supporting the workshop team to develop and implement a new booking system for bike repairs
- Ensuring all volunteers and staff are aware of and following agreed standards, systems and processes in relation to workshop practice and Health and Safety requirements
- Supporting the day to day running of the workshop including regular stock takes, ordering parts and organising paperwork
- Being the first point of contact for general enquiries and dealing with members of the public
- Seeking feedback from volunteers, customers and other partner organisations to ensure our offer and level of service meets the needs and expectations of our community

- Working with the Cycle Together coordinator to support the expansion of our Cycle Together programme
- Adhering to all policies, standards and workshop procedures
- Attending team meetings as required
- Representing and promoting Frome Community Bike Project both in the workshop and in the community

Essential Knowledge, Skills and Experience:

- Excellent communication and time management skills
- Highly organised with a keen eye for detail
- Good IT skills and awareness of technology to improve efficiency and shared working practices
- Able to work as part of a team, sharing skills and motivating colleagues
- Passionate about active and sustainable travel with an interest in green and healthy lifestyle choices
- Literate and numerate, excellent spelling and grammar and great with people

Desirable Knowledge, skills and Experience:

- Experience of setting up and implementing systems within teams is desirable
- Experience of working with a wide range of people including staff, volunteers and customers is desirable
- Bike mechanic experience and cycling skills are not essential for the role, however there are opportunities to get involved in other areas of our work and develop experience in these areas
- Experience of recruiting and managing volunteers from a range of sources - local papers, social media or other

Benefits of working for FCBP:

- Flexible working options
- Staff discounts in the workshop
- Staff training and volunteering opportunities
- Pension scheme
- 25 days annual leave plus bank holidays (pro rata for part time staff)

For more information and a general chat about the role please contact Emma on emma@fromebikeproject.org or 07734 230 920

To Apply: Please complete our [online application form here](#).

We look forward to hearing from you!