Employer: The Bike Station (*Recycle to Cycle/Recycle to Cycle Trading Ltd*)

Job Title: **Edinburgh Coordinator**

Location: Edinburgh

Line Manager: Communications and Fundraising Manager

Contract: Fixed Term until March 2022

Hours: 28 hours

Salary: £23,000 (FTE)

**Purpose for Role**

This role is responsible for coordinating service delivery for The Bike Station in the Edinburgh branch. Supported by the Senior Management team, you will ensure the successful day to day delivery of The Bike Station activity including: information management regarding the refurbishment, reuse and recycling of donated bikes; supporting activities to enable the effective sale of bikes both in our branches and online; coordination and administration of skills development and communities activities.

**Duties and responsibilities**

Responsible for the administrative duties and tasks to support the day to day operations of the social enterprise and charity.

Coordinate a smooth working environment through the management of IT and telephone infrastructure and support contracts.

Provide friendly and high quality support to customers face to face, with minimal supervision, including the resolution of complex queries spanning all areas of the business.

Providing content to support online sales and answer customer enquiries with support from the Communications and Fundraising Manager .

Assist in the coordination of regular training, events and activities hosted within The Bike Station.

Oversee general maintenance and monitor and implement any required health and safety recommendations.

Responsible for organising calendars, events and training for the staff team including commercial, community and fundraising events.

Maintain good relationships with key stakeholders locally including suppliers, supporters, referral partners, customers and beneficiaries.

Contribute to the development and implementation of operating systems and procedures, including stock management and Cybertil, under guidance from the Production Manager.

Ensure best practice across all The Bike Stations systems and procedures especially with regard to data protection.

Other duties as required.

**Person Specification**

**Experience**

Minimum of 4 years experience delivering administrative and coordination support, preferably within the retail or charity sector.

Experience of coordinating projects and activities, and meeting targets and objectives within a strategic framework.

Experience of managing external stakeholders and a demonstrated ability to cultivate and maintain good working relationships.

High level of organisational skills with exceptional attention to detail and a thorough and systematic approach to diagnosing and solving problems.

**Skills**

Exceptional administration & IT skills

Highly organised

Strong written and verbal communication skills

Initiative and problem solving

Team working

Conflict resolution

Prioritising

Ability to work under pressure