

JOB DESCRIPTION

OPERATIONS AND DEVELOPMENT OFFICER



- Reports to:** Cycling Without Age Scotland Chief Executive Officer
- Salary:** £24,000 - £30,000 depending on experience and capabilities
- Contract term:** Initially fixed term, full time: 1 year with 6 months' probation. Consequent extension or conversion to staff contract by mutual agreement.
- Hours and location:** 35 hours per week (flexible by negotiation)

Please note that some weekend and evening work will be required, as will travel which, at times, can be frequently. Travel will usually require the Officer to drive; vehicle/s will normally be provided by CWAS.

This role will be based at the CWAS HQ which is currently The Flat, Glenbervie Golf Club, Stirling Rd, Larbert, FK5 4SJ. It is anticipated that the Officer will live within comfortable commuting distance of CWAS' HQ. Such is the scope of our work and the variety of our activities that there is no predictable work pattern for this role. It will be carried out predominantly at base or out with Chapters (branches) and/or partner organisations and/or conducting site visits etc. Flexibility is a key personal attribute.

Organisation:

Founded in Copenhagen in 2012 and now being delivered in more than fifty countries around the world, Cycling Without Age is an intergenerational project which provides elderly people and people of all ages with restricted mobility and/or living with disabilities with the opportunity to get outdoors in unique fashion, i.e. on specially designed Trishaws.

Cycling Without Age Scotland was launched in March 2017 by Communities Along the Carron Association (CATCA). In 2018 CATCA formed the Scottish charitable incorporated organisation (SCIO) **Cycling Without Age Scotland** (CWAS). With funding from the Scottish Government's Active Scotland and Transport Scotland divisions, CWAS has been rolling out this initiative across the country and it is now active in fifty branches (known as "Chapters") in Scotland.

This simple idea of Trishaw rides helps integrate into mainstream society people whose personal circumstances mean that they can feel socially isolated. The well-being and health benefits, and especially *mental* health benefits, are substantial, and not just for the passengers enjoying the Trishaw rides. The volunteers who pilot the Trishaws and other volunteers who support CWAS' activity experience an uplifting sense of fulfilment and purpose, make new friends and enjoy the satisfaction of making a tangible difference to their communities.

You can find out more about us at www.cyclingwithoutage.scot

We already have a team of dedicated, committed and talented people delivering this invaluable service, but our current activity and predicted growth means that we need to expand it – hence the need for an Operations and Development Officer.

PRINCIPAL RESPONSIBILITIES

Reporting to, supporting and as directed by CWAS' CEO, and in line with CWAS' organisational strategies, the principal responsibilities of your role will be to:

- 1: Assist with the smooth running of all CWAS' day-to-day operations in and outwith the HQ office, with a focus on maintaining high technical standards of all CWAS' Trishaws and on their provision and maintenance.
- 2: Alongside other members of the team, provide comprehensive support, technical and non-technical, to Chapters, including sustained encouragement and guidance to achieve compliance by all relevant parties with health and safety regulations and requirements and CWAS procedures and brand guidelines.
- 3: To continue CWAS' growth and alongside other members of the team, assist with the development of new Chapters from early stages to full activity and undertake volunteer recruitment, training (especially the training of volunteer pilots) and support.
- 4: Assist with or, when requested by the CEO, lead on managing specific CWAS events, projects and campaigns and, as required, identify, assess and secure suitable Chapter locations and successfully manage on-going relationships both with the Chapters' and the locations' representatives.
- 5: Support and participate in fundraising initiatives and bids and alert the CEO with minimal delay of such opportunities of which you become aware.
- 6: Attend and/or, as requested by the CEO, present at a wide range of functions and events and engage productively with multiple stakeholders, current and potential, in particular identifying, developing and implementing initiatives that enhance CWAS' relationships with its partners – e.g. Active Scotland and Transport Scotland.
- 7: Carry out all your activities in an open, collaborative way, prioritising team success, and develop productive and successful relationships with all CWAS stakeholders whom you encounter, including its Board and external suppliers.
- 8: Constantly strive for your own increased knowledge, capabilities and skills, liaising with the CEO on activities that will contribute to your own continuing professional development.
- 9: In all you do, uphold the ethos and principles of CWAS and enhance, promote and protect its reputation.

OTHER SPECIFIC DUTIES AND RESPONSIBILITIES

1. Ensure the provision of high-quality technical services to all Chapters, including advice, repairs, maintenance and Annual Inspections by identifying or approving, monitoring and managing suitably qualified bicycle engineers and external suppliers to carry out such work, co-ordinating several parties (including the Officer him/herself if appropriate) if required to deliver these services effectively and ensuring that they are undertaken in the most time and cost-efficient way.

(Other Specific Duties and Responsibilities continued)

2. When requested by the CEO, manage and co-ordinate the ordering, assembly, testing and delivery of new Trishaws, including carrying out the loading, delivery and unloading yourself when needed.
3. Provide to the CEO written and verbal reports of your activities and outcomes at a frequency as directed by the CEO.
4. Accurately input data, as appropriate to your activities, into the CWAS database so that aspects of it that relate to your activities are always up to date.
5. Contribute as requested by the CEO to the review of and, as required, updating and additions to CWAS policies and procedures.
6. Support and participate in all CWAS marketing, promotional, Press and PR activities as requested by the CEO, in all media, including social media and digital platforms.
7. In all activities which you undertake, ensure that robust financial procedures and monitoring are maintained and report as requested by the CEO.
8. Carry out any other duties which may reasonably be required by the CEO.

REQUIRED QUALIFICATIONS

		Essential	Desirable
1	Educated to degree level or equivalent		✓
2	UKCC Level 2 Cycling Coaching Qualification or equivalent		✓
3	Current First Aid certificate in Sports		✓
4	Outdoor First Aid qualification		✓
5	Velotech Silver Bike Mechanic Qualification or equivalent		✓
6	Educare Level 2 Child Protection and Vulnerable Person Certificate		✓

NB: Please note that, because of the interactions the post holder may have with vulnerable adults and/or children, this appointment will be subject to satisfactory PVG (Protecting Vulnerable Groups) clearance.

EXPERIENCE, KNOWLEDGE AND EXPERTISE

		Essential	Desirable
1	Proven sustained interest in and knowledge of cycling and bicycles	✓	
2	Technical knowledge of bicycle mechanics and basic bicycle maintenance skills	✓	
3	A minimum of two years' experience in a field relevant to CWAS' activities	✓	

(Experience, Knowledge and Expertise continued)

		Essential	Desirable
4	Proven experience of developing and evaluating a programme or programmes of work	✓	
5	Proven ability to engage with individuals and groups and build relationships and partnerships	✓	
6	Experience of budget and financial management and reporting	✓	
7	Direct experience of delivering a community service or project		✓
8	Experience in volunteer coordination		✓
9	Experience in management of service providers		✓
10	Experience in community development		✓
11	Experience with customer service provision		✓

SKILLS AND ABILITIES

		Essential	Desirable
1	Excellent verbal and written communication and interpersonal skills	✓	
2	Excellent project and time management, planning and organisational skills	✓	
3	IT literate, especially in principal Office programmes	✓	
4	The ability to work independently and as part of a team	✓	
5	The ability to deliver outcomes within agreed timeframes	✓	
6	Excellent skills in building and maintaining relationships with colleagues	✓	
7	Excellent presentation skills	✓	
8	Excellent community development and partnership building skills	✓	

PERSONAL ATTRIBUTES

		Essential	Desirable
1	Enthusiasm, commitment, resilience and sense of humour	✓	
2	Flexibility and willingness to work weekends and evenings when required	✓	
3	Energetic and proactive	✓	
4	A problem solver and a creative thinker	✓	
5	CPD focused, especially with the desire to expand own bicycle maintenance knowledge and maintenance skills	✓	
6	Current full, clean driving licence and the willingness to drive to any parts of Scotland, including long distance drives.	✓	