

## Introduction from Gregory Kinsman-Chauvet, Founder and CEO

It is an extremely exciting time to join Bike for Good as it is planning to take its award-winning programmes on a national level.

Bike for Good recently created a joint venture with Velogik, the European leader in bicycle fleet maintenance. Our new partner will invest in developing the JV nationally and implementing its digital transformation.

In addition, we've piloted the world's first impact led bicycle subscription scheme. A real opportunity to develop this circular economy model in collaboration with other organisations.

Bike for Good is the go-to community cycling organisation in Glasgow, and one of the largest ones in the UK. We're ready to develop our most innovative solutions to the Scottish national (UCI 2023, Cop26) and the UK national level (the Joint Venture).

With the upswing in interest in cycling and the cycle industry boom, we have a fantastic opportunity for our social enterprise to grow its profit to deliver more social impact outcomes, whether as a customer or a beneficiary user.

*"You do not need to be a cyclist to ride a bike"*

Peter Walker, Bike Nation

We look forward to meeting candidates who are up for the unique and important challenge to take Bike for Good forward at what is an exciting time for the organisation and the cycling community in the UK.



## About Us

Bike For Good is a cycling charity based in Scotland, **our mission is:**

*We enable people to ride a bike. We believe that cycling is the most effective and sustainable form of transport; we believe it enhances our chances for a healthy life and environment.*

Founded in 2010, Bike For Good sell and service refurbished bikes, run maintenance classes, provide cycle training, and deliver community projects; changing lives for the better through cycling. Bike For Good welcomes any and all new or existing cyclists to engage with their cycling community hubs. Beneficiaries include bike lovers, curious commuters, those with physical and mental health conditions, young people, refugees and asylum seekers, and those who have never cycled before in their lives.

Funding of the organisation comes from the sale of refurbished bikes, and through grants and external funding aimed at tackling environmental, inclusion and health issues (impact).

The Bike For Good team is made up of cycling enthusiasts including professional bike mechanics, and a dedicated outreach team to deliver community projects.

You can view our social impact report here: <https://view.genial.ly/5ee89267e2e75a0d8bce2fe5/dossier-reporting-bike-for-good-social-impact-report-2021>

More information: <https://www.bikeforgood.org.uk/>



## Vision

*“A healthy and inclusive environment where everyone in the community benefits from more people cycling”*

## Mission

*“We enable people to ride a bike. We believe that cycling is the most effective and sustainable form of transport; we believe it enhances our chances for a healthy life and environment.”*

## Values

### Passionate

We are passionate about cycling as a tool for positive change

### Supportive

We work at the heart of communities, empowering people and building partnerships. To make this happen, we nurture a collaborative work environment.

### Expertise

We continuously develop our skills and share them with our volunteers and staff, and throughout the community.

### Environmentally aware

We protect and preserve the environment for the benefit of all.

## Strategic Themes

People - Invest in our teams (volunteer and staff)

Finance - Establish a financially robust Social Enterprise

Users and customers - Deliver outstanding service

Impact - Embed better ways to monitor and report

## Job Description

**Salary:** £35,000.00

**Location:** Glasgow

**Contract:** Permanent, full time 37.5.hours per week

### Purpose

Reporting to the CEO, the Service Development Manager will be responsible for managing and driving the operational teams across the business to ensure our service delivery and service support align to our business plan and strategy. Thus, providing consistent delivery of a high level of user service, whilst working within a cost effective manner.

The Service Development Manager's role will be fundamental in enhancing the users experience by ensuring the delivery of an exceptional service that meets and exceeds the users needs in our communities in the most effective and efficient way.

Ultimately, you will enable the organisation to be compliant, efficient and profitable.

### Reporting Line

The Service Development Manager reports to the CEO.

## Key Responsibilities

### Leadership

- Superb leadership and interpersonal skills, and who are passionate about delivering end-to-end customer-driven solutions.
- Direct line management of 5 team leaders, with overall responsibility for leading service delivery teams.
- Motivate staff team and overall performance management responsibility for the team.
- Lead on the implementation of Bike for Good's Diversity & Inclusion Action Plan and ensure diversity & inclusion is embedded in every service.
- Project planning and management.
- Line management of geographically spread staff.
- Budget management and reporting.
- Experience of managing partners and brokering new relationships

### Management and Controls

- To be accountable to the CEO for the day to day operations of Bike for Good, with excellent workplace digital skills and experience of using technology to deliver customer-centred services.
- Strong understanding of approaches to continuous learning, monitoring and evaluation.
- Budget management and reporting.

### Communication and Reporting

- Ensuring that communication is ongoing and effective between different departments.
- Support the Fundraising & Impact Manager with continuation funding for current projects
- Work with Fundraising & Impact Manager and theme leads on reporting to funders and other key stakeholders.
- Maintain an excellent relationship with end-users and stakeholders
- Work closely with the team to demonstrate our impact to funders, partners, stakeholders and communities.
- Represent the organisation at events, meetings and conferences, and speak about the impact of our work and the benefits of cycling for transport, leisure and adventure.
- Working with community and/or public sector organisations including local authorities in Scotlan



## Resources Management

- Work with teams across the organisation to ensure we capitalise on comms, volunteering and engagement opportunities.
- Facilitating workshops to create key Service Frameworks such as:
  - Theory of Change
  - Workflow Process Maps
  - Participant / Customer User Journeys
  - Monitoring and Evaluation
  - Social Impact
  - Business Impact
- Interest in Service design

## Measurables

- Monitoring progress, tracking KPIs, rectifying reliability issues, and managing budgets
- Experience of managing the delivery of large services / contracts (£250k+ budget)
- Reporting on targets and funding.
- Experience of monitoring and evaluation

## Person Specification

- Passionate about Bike for Good's vision and mission.
- Strong values aligned with those of Bike for Good
- Organised, driven and hardworking.
- Motivated in finding more effective ways of working while embracing a challenge.
- Entrepreneurial with the vision to recognise opportunities to grow the business whilst having the confidence and drive to do so.
- A self-starter who is structured and target-driven and has the capability to manage diverse projects.
- Inspirational, passionate, creative and people focused.
- To act as an ambassador for Bike for Good at all times.
- Exceptional customer-facing skills
- Excellent written and oral communication skills



## Bike for Good Benefits, Reward and Recognition Provisions.

Lifestyle	
Pension Scheme	Eligible employees are automatically enrolled in the Bike for Good Pension scheme operated by Nest within three months from their start date. At present Bike for Good contributes 3% with employees contributing 5% (less tax relief)
Stress Counselling Helpline	Confidential service provided by a team of Counsellors who are qualified and experienced in assessing work related problems.
Annual Holiday	37 days per leave (pro rata for part time staff)
Enhanced Sick and absence pay	Company paid sickness absence in accordance with the Absence from Work Policy.
Enhanced Jury Service	Full salary paid during Jury service minus deductions for expenses received from the court.
Bike Purchase / Cycle to Work Scheme	
Staff Discounts on Cycling Goods and Services	
Flexible working Practices	
Long service recognition - 5, 10 and 20 years	

Other	
Staff Survey	Have your say in the quarter and annual anonymous staff surveys.
Training & Development	Opportunities to gain skills and receive formal training, participate in working groups (such as Diversity and Inclusion) and undertake CPD.

## How to Apply

**Please complete our online equal opportunities form and application form and return to:**

[Karen@bikeforgood.org.uk](mailto:Karen@bikeforgood.org.uk)

If you require further information or a confidential discussion, please contact Karen on the email address above.

Bike for Good is committed to ensuring that people under-represented in cycling are supported and encouraged at every step in their cycling journey. To achieve this, we want to build an inclusive and representative community, both within our organisation and in the communities we work. As an organisation we are committed to attracting, developing and retaining the best people for Bike for Good and the communities we serve. Everyone will be respected and valued for their contributions.

We encourage people that identify with a marginalised background to apply for our roles, however all applications are welcome and will be treated fairly and equally. If you need additional support or information to aid your application, please contact our HR Officer [Karen@bikeforgood.org.uk](mailto:Karen@bikeforgood.org.uk).

You can read more about our work to increase diversity and inclusion in cycling here on our website: <https://www.bikeforgood.org.uk/about-us/equality-diversity-and-inclusion/>

