

Bikes for Refugees (Scotland) SCIO

Community Hubs Manager Job Description & Person Specification

Background

Our mission is simple: to get New Scots (refugees/asylum seekers) cycling! We are a community of cyclists, New Scots, bike mechanics and volunteers. We collect donations of second-hand bikes, fix them together at our workshop/s, and gift them to New Scots. We have supported nearly 3000 New Scots to-date via the gift of bikes and cycling.

Bikes for Refugees (Scotland) is a charity going through a period of growth as we address increased demand for our services and our charity. This position is required to support the coordination and development of our service delivery as we grow bike donations, distributions, support activities, and income activities and sales. We are looking for someone who can help us to promote our values, deliver our charitable aims and sustain our commitment to support New Scots.

What it is like to work here

Bikes for Refugees (Scotland) is a fun, interesting and supportive place for you to grow and professionally develop in the charity and voluntary sectors. You will report to the CEO and board of trustees and you will have a high level of autonomy as you bring your expertise in coordination, staff and systems management, and volunteer support to our specialised team.

We particularly encourage applications from women, disabled, and Black, Asian and Minority Ethnic (BAME) candidates, and those who have personal experience of being a refugee/asylum seeker. Bikes for Refugees (Scotland) is a Living Wage accredited employer.

Job Description

This role is responsible for coordinating, monitoring and managing operational activities and service delivery for Bikes for Refugees (Scotland) and its two community Hubs in the West and East of Scotland. Supported by the CEO and the board of trustees, you will work on a variety of tasks and projects, including staff management, support and supervision; volunteer co-ordination and support; risk management; health & safety; implementation of policy and procedures; recruitment and induction; supporting the monitoring of expenditure and budgets; providing reports; project monitoring and evaluation; partnership working, and engaging with refugees and asylum seekers in the delivery of activities.

The post holder will be expected to maintain an excellent working knowledge of Bikes for Refugees (Scotland) programmes, policies, systems and procedures, particularly in relation to health and safety as the designated H&S officer.

You will maintain good working relationships with a variety of external stakeholders and partners.

You will be expected to travel between community hubs (Glasgow and Edinburgh) on a regular basis in the management and support of staff, overseeing of health and safety, and implementation and monitoring of activities. As Glasgow is our largest community hub with staffing, volunteers and demand for bikes you will be expected to be based in Glasgow at least 3 to 4 days per week.

If you are passionate about bikes and cycling; are an experienced people manager; have an interest in project coordination and development, and supporting disadvantaged groups, then this could be the job for you.

Job Description - Duties and Responsibilities

As Community Hubs Manager your work will involve:

- Providing management support and regular supervision to Bikes for Refugees (Scotland) staff, including motivating and coaching staff, assessing employee performance, providing helpful feedback and training opportunities, and ensuring that staff are supported and productive
- Delegation of responsibilities and tasks to staff to achieve the effective delivery of activities across Hubs
- Overseeing the operational management of both Glasgow and Edinburgh Hubs, and the safe and effective delivery of activities including travel between Bikes for Refugees (Scotland) community Hubs as required
- Being the health and safety lead for Glasgow/Edinburgh Hubs, including risk assessments and risk management
- Supporting the recruitment of new staff, including interviews and staff inductions
- Implementation and monitoring of Bikes for Refugees (Scotland) Policies, systems and procedures across the organisation and its hubs, including the review and development of policies, systems and procedures alongside staff, CEO and trustees as required
- Overseeing the ordering of bike parts/accessories and the monitoring of stock, including budgeting oversight and management with CEO
- Supporting effective volunteering systems, communications, recruitment, inductions, coordination, and the support and motivation of volunteers
- Supporting the CEO in the management of expenditure and budgets
- Supporting the CEO in the development of new projects and funding applications as required
- Supporting the CEO in the monitoring and evaluation of project activities as required including reporting to funders
- Generating reports and presenting information to the CEO as required
- Supporting income generation activities such as the sale of bikes and the sustainability of Bikes for Refugees (Scotland)
- Deputising for the CEO in his/her absence as required
- Engaging with refugees and asylum seekers in the delivery of our operations and planning as required
- Partnership working and building effective alliances including representing and promoting the values and work of Bikes for Refugees (Scotland)
- Being a champion and advocate for refugees and asylum seekers and their issues, needs and human rights
- Working with the CEO and trustees in supporting the development and sustainability of Bikes for Refugees (Scotland)
- Any other tasks and activities as reasonably required to fulfil the needs of the organisation

Person Specification - Requirements

E- Essential D- Desirable

Essential	Desirable
<ul style="list-style-type: none"> • Shares our values and an ability to conduct all duties in a manner that is non-judgmental and respects differences (E) • Experience managing staff and small teams, staff motivation, support and supervision (E) • Excellent team worker and inter-personal relationships (E) • Implementing, monitoring, reviewing and developing systems, policies and procedures (E) • Coordinating, monitoring projects and activities, to meet targets and objectives within a strategic framework (E) • Risk assessment and management experience (E) • High level of planning, coordination and organisation skills, with exceptional attention to detail and a thorough and systematic approach to diagnosing and solving problems (E) • An ability to listen and understand the needs of others which includes staff, volunteers, refugees/asylum seekers and external stakeholders (E) • An ability to inspire and motivate communities and external stakeholders and cultivate and maintain good working external relationships (E) • Flexible, self-starter with excellent communication skills (E) • Excellent English language skills (both written and oral) (E) • Keen interest in cycling and bikes (E) • Driving licence (E) • Confident in the use of IT and Microsoft Office Applications (E) 	<ul style="list-style-type: none"> • Professional experience and knowledge of bike industry/sector (D) • Experience and/or qualification in bike mechanics and the repair of bicycles (D) • Experience managing and monitoring health and safety (D) • Experience of co-ordinating and supporting volunteers (D) • Ability to manage finances and budgets (D) • Project and community development experience • Experience in change management and organisational development (D) • Knowledge of the refugee sector in the UK, and a passion and enthusiasm for making a difference to the lives of refugees (D) • Additional language skills (preferably Arabic, Farsi, Turkish, Tigrigna French or Amharic) will be considered beneficial (D) • Sales and income generation activity experience (D)

Please note ‘essential’ and other requirements. You are unlikely to be shortlisted for interview if you do not meet the ‘essential requirements’. These are the requirements that have been identified as necessary for the delivery of the job.

In your CV & Covering letter you should set out how you meet the requirements outlined to be considered for the post and by demonstrating why you are the best person for the job.