



The
Bikeability
Trust

The Bikeability Trust, Operations Administrator

Home Based, full-time, salary £20,000 – £22,000 per annum

Fixed term until 31st March 2021

This is an exciting opportunity to help smooth running of the day to day operations team that contributes to getting more people cycling, more safely, more often, through high-quality cycle education. We are looking for a well-organised and committed administrator to work as part of a small team and contribute to the success of our operations.

The Bikeability Trust

Underpinned by the National Standard for Cycle Training, Bikeability was launched in England in 2007 and is backed by £50 million from the Department for Transport in 2016-2020, and we have a one year extension to 2021. The Bikeability Trust began operations in July 2017 as the national charity for Bikeability. The Trust maintains the National Standard for Cycle Training, manages, monitors and quality assures the delivery of the Bikeability programme across England, promotes the effectiveness of Bikeability, distributes Bikeability award materials, and registers local Bikeability schemes and instructors.

High-quality cycling education enables confident and enjoyable cycling, raises awareness of skilful cycling among all road users, and contributes to better transport, health and wellbeing. The Trust aims to make Bikeability the best it can be by securing:

- value for money, with economical, efficient and effective delivery
- awareness of the National Standard for Cycle Training among all road users
- impact on getting more people cycling, more safely, more often
- diverse programme funding.

In February 2020, DfT reiterated the manifesto commitment to deliver Bikeability to every child in England within this next Parliament. In July 2020, the Prime Minister extended this vision through his Gear Change ambition for walking and cycling to offer cycle training to every child and every adult who wants.

Job purpose

To support the Operations Manager on the smooth running of our systems for registering and renewing providers of Bikeability training, assessing quality and reporting on delivery.



Key Accountabilities

- Understand the operations systems for registration, renewals, external quality assurance and awards materials in order to be able to be the first point of contact to answer queries
- Monitor our enquiries inbox, collating frequently asked questions, preparing responses for clearance with operations and development colleagues
- Answer the Bikeability Trust’s public phone line and respond to enquiries or direct their call to colleagues
- Process reports for the operations core monthly reporting. Provide analysis and check content to ensure reporting is correct
- Process registration and renewals for Grant Recipients, Providers and Instructors. Collate common issues and monthly reporting on numbers.
- Provide the administration support for External Quality Assurance panel members, arranging visits, collating reports and ensuring the system runs smoothly
- Ensure that the awards materials systems runs smoothly monitoring stock levels, income and forecasting
- Run reports for delivery statistics and other data requests for reporting to Department for Tra Operational team experience nsport
- Ensure Bikeability Link database is kept up to date with data on providers and Instructors
- Respond to enquiries for support and help using the Bikeability Link database and run reports to provide data and analysis.
- Support Operations Manager and Trust Executive Team with any other general administration tasks requested for the Bikeability Trust
- Work with the Operations team to map and improve the Trust’s data capture, analysis and reporting of grants operations moving to Power BI

We value staff and a range of experience at the Bikeability Trust, so the person specification is a guide to the skills. We encourage diverse applicants and transferable skills.

Person specification <i>Essential</i>	Person specification <i>Desirable</i>
Experience of administration	Experience developing databases
Very good attention to detail	Experience processing datasets
Can communicate complex information in clear, concise prose	Interest in cycling
Can work independently and as team member	
Organisational experience	
Experience working with databases	
Can do attitude / problem solving skills	
Positive, motivated, developing person	
Takes initiative and solves problems	
Good customer service skills	



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The package

The Bikeability Trust offers the right candidates a competitive salary and:

- Bikeability cycle training
- Generous contributory pension scheme
- 38 days annual leave (including public holidays) pro rata.

Application process

Please send a curriculum vitae accompanied by a two-page letter of application and your completed equal opportunities monitoring form, by 6th November 2020. Shortlisted candidates will be interviewed virtually on the 16th November 2020.

Your letter of application should explain how your employment and other experience, education and training match the requirements of the job description and person specification, giving examples where appropriate.

For an informal discussion about the role please contact Emily Cherry, Executive Director emily@bikeabilitytrust.org or 07980 556467.

Please submit your application to <https://hr.breathr.com/v/operations-administrator-13864>