**Job Title:** BikeRide Assistant

**Department:** Activities

**Location:** Avon Tyrrell

**Reporting to**: Guest Services Manager

**KEY PURPOSE**

To support the efficient day to day operation of the bike hire fleet and from time to time, during peak periods, assist in operations across the site, including supporting our onsite holiday play schemes or in our Café. To offer high levels of customer experience, to ensure their visit meets and exceeds expectations and supports the UK Youth’ mission and charitable objectives to maximise Avon Tyrrell’s outdoor learning reputation and provide opportunity for individuals to Experience, Learn and Develop.

## KEY TASKS

1. Hire of bikes, including check in and out.
2. Check and maintain appropriate bike hire documentation.
3. To support basic maintenance and repair of the Avon Tyrrell bike fleet, supported by our bike mechanic
4. To ensure all Bike Ride equipment, bike tools, workspaces, storage areas, are maintained and kept in a clean and safe condition.
5. Support the maintenance of Avon Tyrrell bike tracks liaising with the Maintenance, Activities and EcoHealth departments for support as necessary.
6. Assist customers in an enthusiastic and courteous manner; provides excellent customer service.

When required to do so assist in:

1. Supporting check in and out and lunchtime cover for children attending our holiday play schemes
2. Assisting catering staff in Café Explore, by taking orders, serving food, clearing tables and washing up.

**GENERAL**

1. Participate proactively in staff meetings, team meetings and other meetings as required.
2. To work effectively with colleagues to achieve objectives and support organisation wide initiatives
3. Act as a positive ambassador for the organisation
4. Take reasonable care of his/her own health and safety and for that of others who might be affected by his/her work, as required by law and described in the relevant operating procedures and policies for his /her area of work.
5. To maintain good standards of Health and Safety in all working practices, and to assist in keeping records of routine maintenance and checks carried out on equipment.

#### RESOURCES FOR WHICH THE INDIVIDUAL IS RESPONSIBLE

**Resources** Bike Equipment

**KEY WORKING RELATIONSHIPS**

UK Youth’s donors and suppliers

UK Youth’s customers and potential customers

Other youth organisations

Members of the public

Chief Executive, Directors and staff of UK Youth

UK Youth’s Trustees and members of the Avon Tyrrell Trust

Friends of UK Youth

UK Youth’s Network

**Statement:**

I accept the terms of the above job description,

Signed:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_

Individual Date Line Manager Date

**PERSON SPECIFICATION**

|  |  |  |  |
| --- | --- | --- | --- |
| Number | Person specification | Essential | Desirable |
|  | The individual will be an outgoing person with good organisational skills, enthusiasm and energy, willing to undertake any task required of them, The individual must be able to communicate well and be self-motivated and capable of working on own and working with others when required | x |   |
|  | Have a good interest in bikes and their maintenance Training will be provided to expand skills | x  |  |
|  | Experience of working effectively with a wide range of people; including building and maintaining good relationships | x |   |
|  | A general knowledge of Health and Safety issues relating to Bikes |  | x  |
|  | A pro-active approach, self-motivated and enthusiastic with initiative and commitment to achieving results, able to work efficiently independently and within a team environment, promoting the organisation at all times | x |   |
|  | Must be happy to work indoors and outdoors, in all weathers, and possess the ability to deal with visitors in a polite and friendly manner  | x  |   |
|  | Excellent time and workload management skills with proven experience of meeting deadlines | x  |  |
|  | Flexible approach to work and working hours, including willingness to work regular weekends and occasional evenings.  | x |   |
|  | IT skills, Microsoft office |  | x  |
|  | Very good interpersonal, customer care and communication skills | x |   |