

*The Broken Spoke Bike Co-op is a social enterprise that aims to address social inequality, create a healthier environment and strengthen the culture of bicycling in Oxfordshire by teaching people from all backgrounds to become self-sufficient and proficient in bicycle maintenance and riding.*



## **Role Description:**

### **Greeter & vibes monitor**

Help create a welcoming and friendly workshop environment.

**Main point of contact/Reports to:** Lead mechanic

**Commitment:** minimum 6 hrs per month

**Times:** Fri-Sun, 10:45 – 17:15

**Location:** Broken Spoke workshop

#### **Main activities/tasks:**

- Set up for open workshops (A-frame, orange bike, music, water)
- Greet customers and other volunteers
- Make tea & coffee and put on good tunes
- Provide information to new customers about the co-op and open workshops
- Ensure that everyone signs in and out of the workshop
- Answer questions of shop guests or route them to the appropriate person
- Accept donations
- After appropriate training, run the till, sell products and courses
- When front desk is quiet perform any other workshop tasks as delegated by the lead mechanic
- Close up shop (A-frame, orange bike, dishwashing)

#### **Experience/Skills:**

- Essential
  - Ability to make good tea and coffee
  - Enthusiasm for bikes and cycling
  - Good taste in music
  - Ability to work well with others
  - Ability to communicate with staff, other volunteers and the public
  - Friendly and welcoming attitude
- Desirable
  - Stock management
  - Basic bike maintenance
  - Ability to work self-directed

**Training provision:**

- Till operation
- Induction covering health and safety, fire safety, workshop layout and procedures

**Benefits:**

- Inclusion in the Broken Spoke volunteer community
- Supporting your local bike co-op
- Opportunities for mechanics skills development
  - Free access to Friday night bike mechanics skill share sessions
  - Free access to the workshop during open workshop sessions
  - 10% off all our courses
- 10% off all stocks, parts, accessories, etc.
- Being part of the cycling revolution