

*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:**

### **Administrator**

Responsible for the administration of cycle training, the workshop, mechanics courses and the supporter programme.

**Main point of contact:** Workshop Coordinator (Elle Smith) and Cycle Training Coordinator (Sam Chappell)

**Hours:** Part-time (16 hrs per week)

**Pay:** Living wage (currently GBP 7,65 per hour)

**Duration:** 1 year fixed term with potential of extension

**Location:** Broken Spoke workshop (working from home/another location possible but to be discussed)

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

- √<sup>1</sup> Cycle training administration
  - Manage trainee bookings (tracking bookings from Eventbrite, pass info to instructors)
  - Manage instructor timetables (obtaining instructor availability and upload this onto Eventbrite and coordinate with staff calendar)
  - Monitor trainee progress (manage flow of paperwork, ensuring records are kept of sessions delivered and progress made)
  - Monthly billing (send invoices & updates to clients)
- √<sup>1</sup> Workshop administration
  - Support Workshop Coordinator to assess, manage & document Health & Safety procedures (including risk assessments)
  - Stock control (checking-in orders, keeping workshop order tracking spreadsheet up to date, check stock levels, occasional full stock & equipment inventories)
  - Manage course bookings & communications (collate course bookings onto spreadsheet, send course reminders (before) & follow ups (after), list courses on calendar/Eventbrite/Daily Info/other publicity outlets)
  - Manage Supporter Member system (maintain an up-to-date database of supporters, compile & send supporter packs, send reminders when renewals are due, keeping staff & volunteers informed of supporter scheme progress)
- √<sup>1</sup> Communications
  - Respond to, or appropriately redirect, incoming mail to [info@bsbcoop.org](mailto:info@bsbcoop.org)
  - Respond to phone calls
  - Coordinate local media marketing and social media presence

**Experience/Skills:****√<sup>1</sup> Essential:**

- Excellent administrative skills
- Excellent communication and organisational skills
- Computer literacy, especially Excel and Word
- Ability to work in a team environment
- Ability to identify and prioritise tasks
- Design and implementation of efficient administrative systems and processes

**√<sup>1</sup> Desirable:**

- Enthusiasm for bikes and cycling
- Experience with online booking systems
- Experience of social media platforms
- Experience writing press releases
- Experience writing adverts and listings for paper and online publications
- Managing calendars
- Stock management
- Risk assessment

**Training provision:**

- √<sup>1</sup> Training on Broken Spoke's existing administrative systems will be provided

**Additional benefits:**

- √<sup>1</sup> Potential to join the co-op as a worker member after a probation period
- √<sup>1</sup> Being part of the cycling revolution
- √<sup>1</sup> Opportunities for mechanics skills development
  - Free access to Friday night bike mechanics skillshare sessions
  - Free access to workshop during open workshop sessions
  - 10% off all our mechanics courses
- √<sup>1</sup> 10% off all stocks, parts, accessories, etc.