

JOB DESCRIPTION

Job Description

Job Title:	Watchtree Wheelers Team Leader
Location:	Watchtree Nature Reserve, Nr Wiggonby, Carlisle Cumbria CA5 6NL
Reports to:	Watchtree Manager
Staff responsibilities:	Current management of volunteers. Potential future management of staff.
Hours of work:	37.5 hours a week – days to be confirmed, will include weekends and bank holidays
Salary Range:	£16,000 - £20,000 dependent upon experience/qualifications
Summary of position:	<p>The Watchtree Wheelers is a project of Watchtree Nature Reserve Ltd which provide cycles, equipment, facilities and training which enable people of all ages and abilities to ride. We specialise in cycling provision for individuals with disabilities as well as being a popular choice for families looking for a fun day out.</p> <p>Our fleet of over 80 cycles is available to hire 7 days a week, the fleet is maintained by our own staff and team of dedicated volunteers.</p> <p>Income generated from the Watchtree Wheelers supports the reserve and is reinvested into Watchtree Nature Reserve charitable projects. We are looking for a highly motivated and well organised individual to lead all aspects of our cycling operations.</p> <p>This challenging yet rewarding role would suit an experienced individual looking to progress in the leisure industry.</p>

Primary Responsibilities

Maintaining excellent customer service at all interfaces with all ages and abilities	Provision of documented maintenance and servicing of cycle fleet
Be responsible for provision of cycle hire and coaching	Manage staff and volunteers to cover 7 day a week operations
Staff & volunteer recruitment, leadership and training	Work alongside the Reserve manager to develop Watchtree Nature Reserve as a community asset for all
Management of health and safety with regards to all cycling operations.	Become an integrated part of the Watchtree team, adapting to provide assistance and cover in other areas of the business where necessary.
Documented asset management of cycle fleet	

Personal Specification

	Essential	Desirable
Qualifications & Training	GCSEs: Maths & English Good level of Education (A level standard) Cycle coaching Cycle maintenance	First Aid at Work Leadership Asset management
Experience	Customer Service Fleet management Budget control Working with individuals and groups with varying disabilities	Volunteer and/or staff supervision Working with social enterprise/charities Adaptive cycling Cycle coaching Implementing & maintaining H&S
Qualities and Attitude	Punctual and well organised Pro-active 'can do' attitude Leading and being part of a team	Good IT skills
Product Knowledge	Watchtree Nature Reserve: Services, facilities, and history. Cycle technology	Adaptive Cycling Charity Sector

Competencies

Capable of working flexible working hours	Ability to communicate well with all ages and abilities
Meticulous workshop skills	Working with others as part of a team
Financially aware and trustworthy	Health & safety procedures
Workplace House Keeping	Understanding of ICT, marketing and social media

Prepared by:

Name:	Ryan Dobson	Signature:		Date:	30/01/2019
Position:	Manager				