Groundwork London Role Description

Role: **Westminster Wheels Workshop Lead**

Responsible to: Westminster Wheels Project Manager

Responsible for: Mechanics & Trainee mechanics

Location: Westminster Wheels locations & external delivery sites

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Role Background:

Westminster Wheels is a community bike shop operated by Groundwork London with partnership support from Westminster City Council and Cycle Confident. It's aims are to:

1. Offer excellent service to central London's cycling community – growing our sales income & diversifying our services, to create a sustainable business.
2. Encourage more Westminster residents to choose cycling - providing quality refurbished bikes at low cost and donating free bikes to those on low incomes.
3. Nurture new talent for London's cycle retail sector through supported employment, training and practical workshop experience.

This post will support WW's Project Manager to achieve these aims.

Main roles and responsibilities

- To lead the day-to-day operation of Westminster Wheels' workshop activities, ensuring the workshop can meet high standards of customer and technical servicing across a wide range of bicycles, including vintage bicycles and modern high-end bicycles.
- To oversee and develop the skills of trainees and staff assigned to the workshop.
- To support the development of additional workshop locations, identify opportunities to grow commercial income and contribute to the long-term sustainability of Westminster Wheels.
- To work closely with the Project Manager, to support technical leadership, operational management, trainee development and commercial responsibilities.

Workshop Management and Operations

- Lead the day-to-day running of the bicycle workshop, ensuring the WW's technical standards and safety standards are consistently met. Including carrying out or overseeing final inspections and quality checks.
- Organise and prioritise workshop activities, ensuring work is completed within agreed timescales and that workshop records are accurate and up to date.
- Ensure excellent customer services. Including: provision of clear estimates and prior information of additional costs; Supporting the resolution of technical queries and customer complaints; Ensuring mechanics and trainees maintain high standards of customer service and communication.
- Maintain up-to-date technical knowledge of contemporary bicycle components and systems, including electronic shifting, hydraulic braking and advanced group sets.
- Ensure workshop tools and equipment are maintained in safe and serviceable condition. And maintain a clean, organised and professional workshop environment.
- Take responsibility for opening and closing the shop, including ensuring that premises, equipment, stock and security systems are appropriately secured.
- Support the Project Manager in improving workshop productivity, efficiency and service delivery.

Staff & Trainee Management, Supervision and Mentoring

- Act as a positive role model in timekeeping, communication, customer service, teamwork and workshop conduct.
- Take responsibility for the day-to-day management, supervision and mentoring of mechanics and trainees, allocating work to mechanics and trainees according to their skills, experience and development needs.
- Work with the Project Manager to set and monitor any productivity targets set for the team, supporting them to meet them.
- Supporting the trainee's development by:
    - Liaising with employment teams regarding trainee selection and recruitment
    - Support trainees in developing practical bicycle maintenance skills, confidence, professionalism and workplace behaviours.
    - Monitor trainee performance, address and report behavioural and attendance concerns. provide constructive feedback and identify additional training needs.
    - Support trainees in progressing towards recognised qualifications and sustained employment.
    - Assisting the Project Manager and employment teams to identify upcoming vacancies.

Off-Site Operations

- Support the Project Manager with the planning, preparation and technical delivery of off-site bicycle repair and maintenance activities and lead the delivery of these when required to do so. Including Dr Bike events, fleet servicing contracts and other off-site maintenance activities.
- Ensure appropriate staff, tools, equipment, consumables and safety arrangements are in place.
- Ensure off-site work meets Westminster Wheels' technical, customer service and health and safety standards.

Business Development and commercial growth

- Support the Project Manager in developing opportunities to increase workshop income and improve commercial sustainability. Including:
    - Review workshop productivity, service pricing and operational costs to identify opportunities for improved financial performance.
    - Contribute to the development of new bicycle servicing, repair and maintenance services.
    - Identify opportunities to secure additional fleet maintenance contracts, corporate servicing agreements and Dr Bike events.
    - Support the development of relationships with commercial customers, local businesses, employers and other potential clients.
- The planning and establishment of additional Westminster Wheels workshop locations. Including: design and layout of new workshops; Identification of equipment & tool; staffing levels and recruitment; integrating systems and processes across locations.

Health and Safety

- Take responsibility for the safe operation of Westminster Wheels' workshops and compliance with Groundwork London's health and safety policies and procedures.
- Assist the operations manager in ensuring workshop risk assessments, safe working procedures, reporting procedures and relevant safety documentation are maintained and followed.
- Ensure all staff and trainees receive appropriate instruction and supervision in the safe use of tools, machinery and workshop equipment.

- Ensure suitable Personal Protective Equipment (PPE) is available and used where required.
- Maintain safe storage and handling arrangements for chemicals, lubricants, cleaning products and other workshop materials.

Other Responsibilities:

- Undertake any other related responsibilities commensurate with the evolving objectives of the post and the evolution of the Trust, as may reasonably be requested by the Manager.
- Work with due regard for Groundwork's core values and objectives.
- Ensure the effective implementation of and adherence to the Trust's Equality, Diversity, and Inclusion in practice, as well as H&S, Data Security practice and procedures, including reporting lines in the event of any concerns or incidents.
- All Staff, the Board and Volunteers will actively support in their daily operations and duties Groundwork London's Environmental Management System (EMS) and carbon reduction.

Personal and Professional development

- Participate in the Groundwork London Performance Management and Appraisal process, and agree short-, medium- and long-term goals with line manager and direct line staff
- Identify learning and development needs with line manager and evaluate T&D to demonstrate needs have been met
- Share best practice and achievements, and actively seek opportunities to present outcomes and case studies
- Contribute to the learning of others across the organisation by sharing knowledge and skills both informally and formally by participating in the trust's training and development programme.

Person Specification – WW Workshop Lead

Note to Applicant: When completing your application form, you should demonstrate/evidence of your experience, knowledge, skills & education in your application based on these criteria for the post. The grid also show at which stage of application and interview these are scored.

Criteria		Essential or Desirable	Application form	Interview	Task or Portfolio	Certificates or Qualifications
1	Cycling retail, bicycle mechanics & servicing, and services to promote cycling.	**E**	✓	✓		
2	Developing trainees.	**E**	✓	✓		
3	minimum of 5 years retail experience ideally in a busy bike shop/workshop	**E**	✓	✓		
4	Minimum of five years' experience in diagnosing and repairing a wide range of children's and adults' bikes.	**E**	✓	✓		
5	Outstanding communication and interpersonal abilities. With staff, trainees and customers: in person, over the phone, and by email.	**E**	✓	✓		
6	An ability to plan and prioritise workloads and delegate accordingly	**E**	✓	✓		
7	An ability to lead a team to reach goals and generate fresh and innovative ideas.	**E**	✓	✓		
8	L2 qualification in cycle maintenance.	**D**	✓			✓
9	L3 Business / retail management	**D**	✓			✓
10	Commitment to Groundwork London's Equity, Diversity and Inclusion in practice in the workplace and across communities	**E**	✓	✓		

Appointment to this role is subject to an Enhanced DBS through the Disclosure and Barring service