

Job Description

Job title	Programme Manager (Bike Donations)
Reports to	Head of Process & Delivery
Line manages	No formal line reports, but oversees the work of the Bike Processor and Donations Coordinators and volunteers.
Team	Programmes
Salary	£30,000
Contract	Permanent
Hours	Full-time (37.5 hours) with occasional weekend and evening work
Location	London - Flexible and hybrid working, with minimum 2-3 days per week onsite at 3Space, Brixton & The Bike Project, Deptford

Purpose of the Role

The Programme Manager (Bike Donations) oversees our bike donations programme, ensuring a continuous flow of publicly-provided bikes into the organisation, and facilitating referrals of eligible bike recipients (refugees and people seeking asylum) via The Bike Project's Referral Partners*.

In managing all bike sourcing, the role involves stewarding existing partnerships, developing new sourcing strategies, and overseeing core logistics. The Programme Manager serves as the main contact for volunteer Drop-off Point operators and coordinates bike movement across The Bike Project's three sites.

As the key liaison for Referral Partners, the Programme Manager manages communication with refugees and people seeking asylum prior to bike collection. This includes formulating safety messaging, scheduling bike collection appointments, and overseeing the referral process. Ensuring compliance with grant funding, monitoring waiting times, and attendance rates are integral components of this responsibility.

Reporting to the Head of Process & Delivery, the post-holder collaborates with another (Birmingham-based) Programme Manager, who is primarily responsible for the bike donation and post-donation aspects of the programme (arrangement of bike collection sessions, providing support to new bike recipients, and coordinating after-care resources/opportunities).

* Refugees and people seeking asylum are referred to receive a bike from The Bike Project, via established referral partner organisations, already offering support and assistance to these individuals.

Principle Accountabilities

Bike Sourcing

1. Work with the Head of Process & Delivery to develop and implement new strategies for sourcing high quality bikes. Focus on scalability and cost efficiency, ensuring continuous improvement in this area. Develop reporting tools to assess the impact of sourcing efforts.
2. Oversee the provision of bikes to all of The Bike Project's sites, ensuring each technical space has a steady and consistent supply of bike inventory – in line with mechanic output and the requirements of bike recipients.
3. Supervise and support the Bike Processor and Donations Coordinators (London & West Midlands) – across their bike processing duties - and all Drop-off Point volunteers; developing written resources and visual training to aid their contributions to the programme.

Referral Management

4. Function as the primary liaison for Referral Partner support. Oversee communication with refugees and people seeking asylum prior to bike collection. Formulate key safety messaging and schedule collection appointments, ensuring that waiting times are low and we continue to develop cost-effective initiatives to improve rates of attendance.
5. Collaborate with the Head of Process & Delivery in the ongoing management of all referral activity – setting referral quotas in regions across the UK, enhancing Referral Partners engagement (and procedural compliance) and developing initiatives to improve the accessibility of our Bike Donation services.
6. Work with the Head of Grants & Impact to ensure that all referral activity falls in line with our ongoing funding commitments – and support the develop of reporting tools in line with new and existing funding opportunities.

Other Responsibilities

7. Ensure that expenditure across all work areas is accurately recorded, and sign-off processes are followed correctly, demonstrating a commitment to sound financial management and maximising the impact of all expenditure.
8. Act as a regional lead for Bike Donations within Greater London by conducting meetings with funders and partner organisations as required.
9. Take responsibility for personal Health and Safety, complying with the Health and Safety at Work Act 1974 to ensure the maintenance of safe working practices.
10. Be aware, recognise, respond to, and report any concerns or incidents to our Safeguarding Lead in line with our safeguarding policies and procedures. Assist with onward referrals to further support as required.
11. Undertake any other reasonable duties as assigned on an ad-hoc basis by the Head of Process & Delivery.

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Person Specification

Requirement	Essential	Desirable	Method of Assessment
Proven experience in programme management within a similar role, preferably within the charity sector.	X		Application and Interview
Thorough and systematic approach to diagnosing and solving problems within an operational framework; with confidence in the handling of numerical data, and an exceptional attention to detail.	X		Application, Assessment and Interview
Experience of coordinating complex on-the-ground projects or programmes, with demonstrable experience of managing practical logistical challenges.		X	Application, Assessment and Interview
Strong organisational, coordination and leadership skills, collaborating effectively with colleagues, volunteers, and external partners.	X		Application and Interview
Experience of building new relationships and mutually beneficial partnerships with a range of external partners	X		Application and Interview
Detailed and empathetic approach to communication, both written and verbal, for effective messaging, outreach, and understanding the needs of others.	X		Application, Assessment and Interview
Proven experience of working autonomously and achieving agreed objectives and organisational targets with minimal supervision.	X		Application and Interview
Understanding of the challenges and practicalities of cycling in an urban environment.		X	Application, Assessment and Interview
Commitment to The Bike Project's values and ethos, with evidence of alignment with the organisation's vision.	X		Application and Interview
Previous experience in line management and knowledge of HR best practices, including volunteer management.		X	Application and Interview
Additional language skills (preferably Arabic, Amharic, Farsi, French, or Spanish).		X	Application
Knowledge of the refugee sector in the UK and experience of working or volunteering for a charitable organisation.		X	Application and Interview
Ability to work occasional weekends and evenings and to travel nationally.	X		Application