

Job Description

Job title	Bike Donations Programme Manager
Reports to	Head of Process and 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	Birmingham - Flexible and hybrid working, with minimum 2 days per week onsite at The Old Print Works, Balsall Heath

Purpose of the Role

The Bike Donations Programme Manager is responsible for coordinating our bike donations programme, ensuring a continuous flow of refurbished bikes to our bike recipients. The role also oversees the 'after-care' services and wraparound support provided to existing bike recipients to keep them on the road.

In addition to these responsibilities, the role heads our Roadshow programme — a fully-funded three-year initiative reaching refugees and people seeking asylum in new areas of the UK.

Reporting to the Head of Process & Delivery, the post-holder works closely alongside another (London-based) Bike Donations Programme Manager, who is responsible for the pre-donation aspects of the programme (sourcing bikes, liaising with referral partners, and handling pre-donation support enquiries).

Principle Accountabilities

Bike Donations

1. Work with the Head of Process & Delivery to design and implement an organisation-wide framework for all Bike Donation activity. Develop a structure of continual improvement in this work area, focusing on scalability, cost efficiency, and recipient safety, alongside the tools to effectively report on the impact of this work.
2. Oversee Bike Donation sessions, coordinating staffing and resources to ensure alignment with the organisation-wide programme framework.
3. Supervise the Bike Processor and Donations Coordinators (London & West Midlands) and Bike Donation volunteers across all donation activities.

Roadshow

4. Coordinate and oversee all Roadshow activities, establishing partnerships with local organisations to maximise programme impact. Ensure activities are delivered within budget, meet funding commitments, and are effectively reported to funders. Develop new structures for providing recipient support within Roadshow locations.

Repair/Replace – *The Bike Project's maintenance and recipient-support programme*

5. Collaborate with the Head of Process & Delivery to design and implement a procedural framework for all new recipient-support enquiries, covering bicycle theft, bike maintenance, and technical bike knowledge. Research and establish partnerships to broaden the programme's scope and geographical coverage.
6. Work with the Head of Grants & Impact to secure funding for the Repair/Replace programme and lead all associated reporting obligations.

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 within the West Midlands 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.

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
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