JOB DESCRIPTION

Job title	Programmes Officer
Reports to	Programmes Manager
Department	Programmes
Salary	£29,000 FT (pro-rata £17,400 0.6FTE)
Contract	Permanent
Hours	3 days per week. Can be worked flexibly
Work Pattern	To be agreed – occasional weekend and evening work
Location	At least two days per week on site at our London office (Brixton), workshop (Deptford) or Pedal Power sites with occasional travel to Drop-Off points and our Birmingham workshop and Midland-based partners.

ABOUT THE BIKE PROJECT

The Bike Project is an award-winning charity which refurbishes second hand bikes and donates them to refugees. We were founded in 2013 by, Jem Stein, after he struck up a friendship and found a bike for Adam, a Darfuri refugee who had fled his home in Sudan after war broke out.

The Bike Project has grown into a national operation with new CEO, hundreds of volunteers, a team of committed staff, an online bike shop and two workshops, one in London and one in Birmingham.

To date we have supported over 15,000 refugees and people seeking asylum by giving them a second-hand bike. In addition, we have supported hundreds through our programmes designed to build confidence and build friendships in the local community.

We are now working towards our ambitious goal - that every refugee, wherever they are, can access the transformative power of a bike. Alongside this, we are strengthening our processes and procedures to ensure we are work efficiently and sustainably.

To help us do this we need people that are full of ideas, who love problem solving and are not afraid to suggest new ways of doing things to achieve the best possible results for our community.

PURPOSE OF THE ROLE

The purpose of this role is to support the delivery of our programmes for refugees with a particular focus on delivering our seasonal Pedal Power cycle training programme for women. The role holder will work closely with the two Programme Managers to ensure our programmes are delivered in line with our values, to the highest possible standard for the people we work with, ensuring that our impact is maximised and funding commitments are met.

PRINCIPLE ACCOUNTABILITIES

1. To ensure the smooth-running of our seasonal Pedal Power Programme, supported by the Programme Manager. Including:

    - Management of freelance cycle instructors to ensure classes are delivered in line with our policies and procedures.
    - Responsibility for enrolment and attendance at classes ensuring as many women as possible can benefit from the programme, including attendance at lessons on a rotational basis.
    - Ensuring continuous improvement through gathering feedback from participants, partners, non-attendees and instructors.
    - Development of signposting programme for post-lesson support
    - Attending ad-hoc sessions to quality assure and build relationships Acting as a representative of Pedal Power internally and externally.
    - Using the learning from Pedal Power to expand the access of refugee women to cycle training by The Bike Project and others.

2. To support the development and delivery of the Bike Donations Programme including:
    - Supporting the Bike Donations Programme Manager with operational processes such as booking appointments, and communication with bike donors, Drop-off Point volunteers and bike recipients.
    - Delivering bike donation sessions on rotation with the Programme Managers
    - Management of shared inboxes, ensuring that emails from donors, programme participants and external partners are triaged appropriately.

3. To work with the Programmes Manager to support the development and delivery of the Bike Buddies programme including assisting with volunteer coordination, participant engagement, attending some group rides and developing communications and programme activities as required.

4. To work with the Programme Manager to recruit, manage and support volunteers across the charity including reviewing volunteer applications and developing communications and events to update and engage volunteers.

5. To support the delivery of Repair or Replace by processing theft reports and other small tasks as required.

6. To identify opportunities to increase volunteer involvement across programmes, supporting the recruitment, coordination and effective utilisation of volunteers to enhance programme delivery.

7. To Contribute to the organisation's monitoring, evaluation and marketing objectives by collecting and analysing programme data, gathering participant feedback and case studies, and supporting the development of a lived experience panel.

8. To ensure that all activities comply with the General Data Protection Regulation (GDPR) and other relevant privacy laws.

9. To be responsible for the Health and Safety of themselves and to co-operate under the Health and Safety at Work Act 1974 to ensure safe working practices are maintained.

10. To be aware, recognise, respond and report any concerns or incidents to our Safeguarding Lead in line with our safeguarding policies and procedures and help with onward referrals to further support as required.

11. To carry out other duties from time to time as requested by the Programmes Manager.

Person Specification

Requirement	Essential	Desirable	Method of Assessment
Experience of coordinating or delivering programmes, activities or events, ideally within a charity or community-based organisation.	✓		Application and Interview
Experience of managing and supporting volunteers, freelance staff or other delivery partners.	✓		Application, Assessment and Interview
Strong organisational and administrative skills, with the ability to manage competing priorities, coordinate activities and keep accurate records.	✓		Application, Assessment and Interview
Excellent communication and interpersonal skills, with the ability to build positive relationships with a diverse range of people, including programme participants, volunteers and external partners.	✓		Application, Assessment and Interview
A proactive and flexible approach, with the confidence to use initiative, solve problems and respond positively to changing needs.	✓		Application, Assessment and Interview
Experience of engaging with people from diverse backgrounds and an understanding of the barriers that refugees and people seeking asylum may face.	✓		Application, Assessment and Interview
An ability to gather feedback, monitor programme activity and use learning to inform improvements to services and activities.	✓		Application, Assessment and Interview
An understanding of key safeguarding principles and how these apply to our work and the community we support.	✓		Interview
Good IT skills and confidence using digital systems, managing shared inboxes and handling programme data.	✓		Application, Assessment and Interview
A commitment to equality, diversity and inclusion, and to creating welcoming, accessible and supportive environments for everyone.	✓		Application, Assessment and Interview
A commitment to the values and mission of The Bike Project, with an enthusiasm for the role that cycling can play in improving people's lives.	✓		Application, Assessment and Interview
Knowledge of the refugee sector in the UK and experience of working or volunteering for a charitable organisation.		✓	Application
Additional language skills (preferably Arabic, Amharic, Tigrinya, Ukrainian, Pashto, Farsi, French, or Spanish).		✓	Application
Ability to work occasional weekends and evenings and to travel nationally.	✓		Application