



working in partnership with
Oswestry Town Council



Oswestry Hub Manager Role Description November 2021

Shropshire Cycle Hub is a young dynamic active travel charity with an operating base in Shrewsbury and plans to extend our work across the county. We are founders and operators of the Shrewsbury Rickshaw Service, and have been appointed by Oswestry Town Council (OTC) with support from Oswestry Business Improvement District (BID) to provide a similar service for Oswestry, starting with a one year pilot service to be based in Oswestry town centre.

This Hub Manager role is a new role being established by Shropshire Cycle Hub to lead on the development of our work in Oswestry. The initial focus for the role is to manage and operate the Oswestry Rickshaw Service on behalf of Oswestry Town Council and Oswestry Business Improvement District.

Shropshire Cycle Hub is developing plans to establish an operating base for our charity's work in the Oswestry area and the appointed Oswestry Hub Manager will play a major role in developing our work locally. This new position is a key external facing role that will suit a passionate & dynamic individual who is motivated to become part of our mission to develop active travel in the county, working closely as part of our team.

In addition to our objectives to develop and succeed with the Oswestry Rickshaw Service, we also aim to develop our broader services in the area, including providing a nucleus to grow a team of volunteers, work on active travel projects, run events, and deliver workshop and local educational services such as repairing, learning & riding opportunities for all.

Based at Oswestry Guildhall, Oswestry and elsewhere in the Oswestry area as required, this role will report to the General Manager of Shropshire Cycle Hub. Travel may also be required around Shropshire for events and projects.

Duties and Responsibilities:

- ❖ plan, administer & coordinate the Oswestry Rickshaw Service, working to defined safe operating procedures for rickshaw passenger & driver safety, lead on local communications and launch events, working in close partnership with OTC and the BID
- ❖ Operate the rickshaw service to agreed hours as well as in response to bookings and requests to maximise value to the town and promote Oswestry as a shopping and business centre.
- ❖ Engage with the local community to develop an operating base for the Oswestry Hub and a workshop for volunteers to collect, repair and provide bikes to the local community.
- ❖ Work as a member of the wider Hub team to promote active travel in the area through participating in events, public communications and promotion activities.
- ❖ identify improvements, initiatives & funding opportunities in response to customer needs and stakeholder input, in line with SCH's mission & vision
- ❖ create a positive, flexible and inclusive environment for volunteers and partners, ultimately increasing the mutual benefit and positive impact of volunteering. Ensure

volunteers work within standard operating procedures, adhering to the health and safety system

- ❖ be flexible in your job role and be willing to assist in all other duties as requested by your line manager

Person Specification

ESSENTIAL

- aged 18 years or over
- demonstrate the ability to drive competently on the road for example by holding a full valid driving licence which has been held for at least 1 year
- be suitably checked through the disclosure & barring service as this role may involve significant engagement with children and/or vulnerable adults
- ability to work safely & unsupervised
- have an engaging, friendly and positive approach
- great interpersonal and service skills with the ability to engage with all customers & stakeholders
- uphold the values respect, equality & understanding of others
- good organisation and time-keeping
- possess the fitness levels required to cycle the battery assisted rickshaw for up to 5 days a week
- be able & willing to work some weekends & early evenings
- experience of operating and maintaining bicycles safely and to defined standards, with high level of attention to detail
- the ability to maintain accurate records using IT systems
- demonstrate passion & commitment to active travel and the values of Shropshire Cycle Hub with the ability to link with and maintain positive working relationships with partners & stakeholders

DESIRABLE

- excellent team leadership skills
- excellent bike mechanic skills
- marketing & communications skills
- be able to motivate & facilitate learning
- ability to think long term and have a creative and dynamic approach
- planning events both outright & in partnership
- be able to motivate & teach learners
- be passionate about learning & gaining new skills & knowledge

To start as soon as possible, this role is to be overseen by and report to the General Manager of Shropshire Cycle Hub.

Good remuneration and other terms apply for this employment and the contract is initially for 12 months based on 40 hours per week employment

To apply for this full time position please complete our [Oswestry Hub Manager Application Form](#). The closing date for applications is 10/12/21, interviews will be held the following week and we will respond with invitations where appropriate.

