

# Role Profile

## Part A - Grade & Structure Information

<b>Job Family Code</b>	<b>7RT</b>	<b>Role Title</b>	<b>Cycling Training Supervisor</b>
<b>Grade</b>	PS7	<b>Reports to (role title)</b>	<b>Cycling Team Manager</b>
		<b>Directorate</b>	<b>Environment &amp; Infrastructure</b>
<b>JE Band</b>	228-268	<b>Service</b>	<b>Place Development</b>
		<b>Team</b>	<b>Road Safety &amp; Active Travel</b>
		<b>Date Role Profile was created</b>	<b>Jun-18</b>

## Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

<b>Role Purpose</b> including key outputs	To ensure that the County's cycling training service, which aims to reduce the risk of injury to people who cycle as well as promoting cycling as part of a healthy lifestyle, is efficiently delivered. The aspects of efficiency are finance, quality of courses, promotion of the service, meeting public demand and ensuring Cycling Instructors work to a high professional standard. Cycling Supervisors are a front line service for schools and members of the public and be first point of contact for Cycling Instructors. The service receives a wide range of queries and requests and this ensures they are dealt with in a timely manner.
<b>Work Context</b>	<p>Cycling Training Supervisors deal directly with customers, by email and phone and the first point of contact for Cycling Instructors. Supervisors receive direction from the Cycling Training Manager. Cycling Training Supervisors are responsible for the organisation of the schools training programme, including inviting customers' participation in the training programme, scheduling courses, allocating Instructors and invoicing.</p> <p>Cycling Training Supervisors participate in the development programme for the service. They need to obtain the national standard accreditation for Cycling Instructors, which requires that instructors are competent and confident cyclists.</p> <p>Cycling Training Supervisors are responsible for the accreditation journey that new Cycling Instructors undertake, organising their CPD and induction, and then for the mentoring and CPD programme undertaken by established Instructors.</p> <p>Cycling Training Supervisors participate in the short listing, interview and selection of candidates for Cycling Instructor posts, including sitting on the interview panel and assessing candidates' cycling skills.</p>
<b>Line management responsibility</b> if applicable	No line management responsibility
<b>Budget responsibility</b> if applicable	Responsible for raising invoices to schools, processing Instructor pay and expense claims.

<p><b>Representative Accountabilities</b> Typical accountabilities in roles at this level in this job family</p>	<p><b>Planning &amp; Organising</b></p> <ul style="list-style-type: none"> <li>• Plan and prioritise own work activities for the weeks ahead, to ensure operational efficiency.</li> <li>Respond effectively to changing demands, adjusting priorities as needed.</li> </ul> <p><b>Policy and Compliance</b></p> <ul style="list-style-type: none"> <li>• Assist with work in a relevant technical or regulatory area in order that statutory and policy compliance is maintained.</li> </ul> <p><b>People &amp; partnerships</b></p> <ul style="list-style-type: none"> <li>• Respond to and resolve enquiries and problems, judging when to pass on complex queries or involve others, to provide an effective service and clear advice to colleagues and customers.</li> <li>• Guide and/or supervise junior staff in their duties to facilitate their development and ensure service quality standards are maintained.</li> <li>• Communicate and liaise with service users and/or external contacts, representing the team/service as required.</li> </ul> <p><b>Resources</b></p> <ul style="list-style-type: none"> <li>• May assist in the management of a small budget or recovery of income.</li> </ul> <p><b>Analysis, Reporting &amp; Documentation</b></p> <ul style="list-style-type: none"> <li>• Collate data, prepare reports/statistics to meet statutory/management information requirements.</li> <li>• Recommend improvements and support implementation to systems, processes and procedures, ensuring best practice is shared across the team.</li> <li>• Support, coordinate and undertake research into a variety of projects in the defined area of activity to support achievement of team's objectives.</li> </ul> <p><b>Duties for all</b></p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality &amp; Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety &amp; Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.</p>
<p><b>Education, Knowledge, Skills &amp; Abilities, Experience and Personal Characteristics</b></p>	<ul style="list-style-type: none"> <li>• Educated to A level, HNC or equivalent, or able to evidence ability at an equivalent level, and/or relevant vocational qualification (level 3/4 QCF).</li> <li>• Knowledge of relevant technical area including, where appropriate, relevant practical skills.</li> <li>• For some roles a relevant degree may be required.</li> <li>• Good IT skills, including MS Office and database management systems.</li> <li>• Good written and oral communication skills with the ability to build sound relationships with customers and explain technical issues to non technical people.</li> <li>• Ability to prepare and present reports in a logical and digestible format.</li> <li>• High level administrative, analytical and organisational skills.</li> <li>• Able to prioritise and plan own workload in the context of conflicting priorities and work on own initiative.</li> <li>• A methodical approach to information gathering, recording and reporting.</li> <li>• Typically previous work experience in a relevant environment.</li> </ul>
<p><b>Details of the specific qualifications and/or experience if required for the role in line with the above description</b></p>	<p>National Standard Accredited Cycling Instructor</p>

<b>Role Summary</b>	Roles at this level typically provide specialist support services. Many will possess technical rather than professional expertise in the main disciplines. There will be minimal day-to-day supervision, but clear guidance will be available. The roles will plan for the weeks ahead and prioritise to accommodate non standard work. They often require understanding of complex procedures and support systems, and the ability to allocate workload and react to changing priorities. Although most work will follow established patterns, initiative is needed to handle processes and resolve problems and queries based on experience and judgement, mainly without reference to others. These roles may work alone instead of as part of a team, or the system or process used may require more specialist knowledge or experience. Graduate trainees start at this level.
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<b>Reference Number</b>	BM-2022-415
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