

Role Profile

Part A - Grade & Structure Information

Job Family Code	50S	Role Title	Cycling Project Assistant
Grade	PS5	Reports to (role title)	Head of Active Communities
		Directorate / School	Customer, Digital and Transformation
JE Band	161-191	Service / Department	Active Surrey
		Date Role Profile was created	Sep-24

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.

Role Purpose including key outputs	<p>Role Purpose Support the delivery of Active Surrey's new "Access to Cycling" scheme: 1) creating and enhancing pathways within the circular economy for unwanted bikes to be refurbished and redistributed through loan and low cost purchase schemes to targeted populations within the county and 2) supporting children in year 6 to complete Bikeability level 2 through a bike loan scheme with target schools.</p> <p>Key Outputs Bike recycling: - Support Cycling Officer to move bikes, spare parts and other equipment/items between various recycling partners, unwanted bike supply chain and end destinations (shops/bike libraries/end users)</p> <p>Bikeability level 2: - deliver and collect bikes with a van and trailer for try-a-bike days in Surrey primary schools and subsequent Bikeability/Learn to Ride courses - deliver free bikes for children on completion of their Bikeability course</p> <p>General: - Maintain and repair pool bikes as necessary, provide ad hoc servicing/repairs on other refurbished bikes as required</p>
Work Context	The role will involve preparatory/inventory work at the office base (Quadrant Court/Victoria Gate) as well as various off-site locations. Deliveries/collections will be to and from sites, including schools and community venues, across the whole of Surrey and from time to time outside of the county as required. A van and trailer will be provided to transport the bikes/items required.
Line management responsibility if applicable	N/A
Budget responsibility if applicable	None

Representative Accountabilities Typical accountabilities in roles at this level in this job family	<p>Planning & Organising</p> <ul style="list-style-type: none"> • Contribute to operational functions by providing practical support and effective organisation of activities. • Assess the range and volume of work to be undertaken for the days ahead and plan to ensure it is completed to time and to an appropriate standard. <p>Policy and Compliance</p> <ul style="list-style-type: none"> • Adhere to established processes, standards of service delivery and use of equipment to support any associated regulatory or technical compliance requirements. <p>People & Partnerships</p> <ul style="list-style-type: none"> • Receive and respond to everyday enquiries from customers to provide a timely, courteous and efficient service. • Develop strong relationships with partners and stakeholders to deliver a timely and efficient service. <p>Resources</p> <ul style="list-style-type: none"> • Deliver a range of practical services in support of existing systems or processes to agreed standards, to maximise service quality and continuity. <p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none"> • Assist in the delivery of relevant assessments/ investigations. • Ensure information and records are processed and stored to agreed procedures. • Ability to store data and carry out basic analysis. <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety & Welfare: To work alongside colleagues in the maintenance of a safe working environment reporting incidents, accidents, repairs and maintenance promptly and taking appropriate action as required. Adherence to safe working under the health and safety policy is required.</p> <p>To have regard to and comply with safeguarding policy and procedure as appropriate.</p>
Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	<ul style="list-style-type: none"> • Minimum 3 GCSEs at Grade C or above, or equivalent, or able to evidence ability at an equivalent level. • May be required to hold a certificate of competency in a defined area (E.g. First Aid at work) relevant to the role. • May be required to hold practical knowledge or experience relevant to the role. • Ability to work with others to provide excellent customer service. • Good written and oral communication skills with the ability to build sound relationships with staff and customers. • Competent in a range of IT tools. • Able to prioritise and plan own workload in the context of conflicting priorities. • Ability to guide and support less experienced or more junior colleagues. • Experience of working in an operational environment providing support to staff and/or the public. • Some roles may require work out of office hours in outdoor environments.
Details of the specific qualifications and/or experience if required for the role in line with the above description	<p>Great customer service skills/experience</p> <p>Experience of working with children</p> <p>Current full clean UK driving license [category C1 + C1E], no previous driving disqualifications</p> <p>Have experience of driving vans and towing trailers, planning, and adapting routes, and making multiple daily deliveries</p> <p>Have knowledge of manual handling regulations and confidence in safe manual handling procedures</p> <p>Can work with accuracy, plan and prioritise work with the ability to adapt to changing situations as well as competence in general office IT packages such as Word and Outlook.</p> <p>Have sound bike maintenance mechanic skills (and Cytech or equivalent qualification preferable)</p> <p>Have excellent interpersonal skills to work co-operatively and flexibly as a member of a team, and to liaise effectively with staff at all levels</p> <p>Have a "can do" attitude and can work to resolve issues independently when appropriate.</p> <p>Understanding and commitment to SCC's values including equality and diversity</p> <p>An enhanced DBS for working with both Children and Adults will be required for this role</p>
Role Summary	<p>Roles in this level typically provide a practical support service as part of a specific service or service team. They work within established processes and procedures, resolving problems or queries with the more complex issues referred to others. They support more senior staff by executing the detailed processes in specific aspects of the service area and will be fully versed in the procedures of their specialism. They will be subject to supervision but will be expected to organise their own workload and set their own priorities within short, e.g. day-to-day timescales. Some roles at this level may be more restricted in terms of variety or organisation of tasks than others. Some roles may oversee an operational activity.</p>
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