

Job description

Job title: Cycle Assistant

Grade: 4

Job evaluation reference: IC716

Job family: Information and Culture

Purpose and impact

Be a member of the Ranger Team at Moors Valley Country Park (MVCP) with specific regard to the day to day operation of the cycle hire facility.

Key responsibilities

- Carry out day to day operations at the cycle hire Centre
- Opening and closing of cycle hire centre
- Checking of cycles and other equipment to ensure they are safe to hire
- Keep all cycles, associated equipment and mobility aids clean
- Carry out basic repairs and maintenance tasks following appropriate training
- Keep all areas of cycle centre clean and presentable
- Hire cycles and other equipment to a high standard of customer care
- Give instruction and information to visitors about bikes, equipment and cycle trails
- Carry out cash handling and end of day cashing up procedures
- Restock, price and sell items from the cycle hire shop
- Follow cycle hire procedures and work within Health and Safety guidelines

- **Assist with other cycling activities**
- Assist with cycling events, activities and promotions as directed by Rangers
- Check cycle trails and carry out maintenance work as directed by Rangers
- Attend to visitors that need assistance with their hire bikes
- Assist with other moors valley events, activities and promotions as directed by the Ranger team

- **Carry out other duties related to the day to day operation of Moors Valley Country Park**
- Carry out facility inspections and associated maintenance work as directed by the Ranger Team e.g. litter picking or moving of sand in the play area
- Carry out early and late duties associated with start and end of day activities at Moors Valley Country Park
- Provide emergency visitor services e.g. assist with searches for lost people as directed by the Ranger Team
- Provide visitor services e.g. provide information and advice to visitors at the information point
- Assist rangers with basic practical tasks within Moors Valley
- Wear uniform and any personal protective equipment required



NB: The duties and responsibilities of this post are not restrictive, and the post holder may be required on occasion to undertake other duties. This will not substantially change the nature of the post.

Supervision and management

Reporting to: Moors Valley Team Leader

Responsibility for: N/A

Our values

Our values act as guiding principles, defining what we believe is important in the ways we work together. Our values are Respect, Together, Accountability, Openness and Curiosity. You will need to be able to demonstrate these values in action through the way you work, regardless of your role within the organisation. Information about our values can be found on our website.



Person specification

Your application will be assessed based on your demonstration of how you fulfil the following criteria: you should include clear examples of how you meet these criteria within your application form and during the assessment process.

Essential

Essential criteria are the minimum requirement for the above post and will be assessed through a combination of your application form, assessment, interview and references (as specified below). We will require evidence of the qualifications, training or registrations listed below.

Experience	
1. Maintenance of bicycles	Application form
2. Facility repairs and maintenance	Application form
3. Customer services	Application form
Knowledge	
4. Good verbal communication	Application form Interview Assessment
5. ICT skills	Application form Interview Assessment
6. Bike and cycle industry	Application form Interview Assessment
Our values	
7. Respect	Interview Assessment
8. Together	Interview Assessment
9. Accountability	Interview Assessment
10. Openness	Interview Assessment
11. Curiosity	Interview Assessment
Other	
12. Willingness to work evenings, weekends and schools holidays	Application form
13. Willingness to wear uniform and present a smart appearance	Application form
14. Able to work unsupervised and to work outside in all weathers	Application form
15. Ability to multi task in a conflicting environment	Application form
16. The ability to work as part of a team, and be supportive to other team members	Application form
17. Customer focused ensuring timely delivery	Application form



Desirable

Desirable criteria will be used in the event of multiple applicants meeting the minimum essential requirements and if applicable, will be assessed through a combination of your application form, assessment, interview and references (as specified below). If you meet the desirable criteria, we will require evidence of the qualifications, training or registrations listed below.

Qualifications, training or registrations	Assessed through:
18. Recognised cycle maintenance qualification	Application form
19. GCSE grade 'c' in Maths and English or equivalent level qualifications	Application form
20. First aid qualification	Application form
21. Facility or play inspection qualification	Application form
Experience	
22. Facility inspections	Application form
23. Practical countryside works	Application form
24. Cash handling, use of EPOS	Application form
25. Play inspections and repairs	Application form
26. Use of hand and powered tools	Application form

Approval

Manager's job title: Karl Prince

Date: 23/10/2019

