

STATION SOUTH

Job Description

Bike Station Manager - Repair and Retail

Salary:	£24,000 per annum plus bonuses.
Hours:	Full time hours 40 hours per week. (We are happy to discuss working hours to suit individual circumstances.)
Contract:	Permanent contract
Location:	Station South

Station South

Station South is a destination cycle cafe, bar and urban garden located in the centre of Levenshulme, above the Fallowfield Loop. It's a beautifully reimagined Victorian rail station, with bike repair, gift retail and events.

Station Green will be a people and bike friendly space to hang out, eat, drink, learn and play, with facilities to support cycling and a place for events and activities to promote and celebrate the joy of cycling. It will be open to the public 7 days a week.

The Bike Station repair workshop and store based inside the main building will be open Monday to Saturday from March 2022.

The cafe and bar will open in March 2022, from 9am to 11pm Monday to Saturday and 10am to 10pm on Sundays. A daytime and evening menu will be served until 9pm, starting with a small menu and expanding over time.

Where this role sits in the structure:	The role will report directly to the Chief Exec and work closely with the engagement and communications team. Line management responsibility for all workshop staff initially including a Kickstart Bike Station team member and bike mechanic role. Expansion of the team anticipated.
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Job Description - About the Role

Overview

- Overall responsibility for daily operations in the Bike Station
- Manage and motivate a growing Bike Station team
- Check, undertake repairs and deliver all levels of service

Key Responsibilities

Responsibilities include:

- Support your team to adapt to the seasonal demands of the bike station events and activities programme
- Work alongside the engagement team to involve and manage volunteers with Bike Station events and activities
- Create a positive bike repair environment where your team feel welcomed and cared for
- Share your passion and knowledge of bicycle repair and maintenance techniques with your team
- Implement clear procedures to ensure quality and consistency in the service we provide
- Work with suppliers to reduce costs of parts and accessories
- Implement clear procedures to ensure customers expectations are managed
- Work proactively with the creative team to create content for social media
- Work alongside chief exec to achieve financial targets
- Basic accounting principles, profit and loss, budgeting and pricing
- Keep your workshop clean and safe for your team and customers

- Help to develop the long term vision for the Bike Station

The above list of job duties is not exclusive or exhaustive and the post holder will be required to undertake such tasks as may reasonably be expected within the scope of the post.

Person Specification

Skills, knowledge and experience will be assessed against the following criteria:

	CV and covering letter	Interview
Specific experience required		
Experience of leading a team	x	x
Financial management and achieving financial targets	x	x
Liaising with suppliers	x	
Managing booking process for repair and maintenance	x	x
Ensuring health and safety in the workshop	x	x
Understand how to maximise servicing and sales opportunities	x	x
Experience of EPOS systems and e-commerce	x	
Skills and Abilities		
Understand how to undertake repairs and deliver all levels of service	x	
Electric bike maintenance	x	
Know how to manage profit margins and labour budget		x
Stock taking and cashing up	x	
Ability to motivate others and build a resilient team		x
IT literate	x	
Ability to advise and recommend products and services to suit customer needs and budget	x	x
Excellent customer service and dealing with customer feedback	x	x
Training and teaching others about cycle maintenance	x	x
Specific qualifications/ training required		
Recognised cycle service qualification	x	

This document does not form part of the contract of employment but does outline our expectations.

If we need to amend this document in the future we will consult with the post holder before doing so.

Everyone at Station South

- Social purpose shapes all that we do. We understand that a happy team means happy customers. We encourage everyone who works here to have their say and to shape how Station South runs.
- Managers often require their teams to get involved in activities that are outside of their job descriptions as we feel this is one of the ways you can learn on the job, develop new skills, make new contacts and progress your career with Station South
- Station South has clear health and safety policies and it is essential that all our staff and volunteers follow these. Very often our teams come into contact with young people and vulnerable adults through community engagement or volunteering so it is everyone's responsibility at Station South to comply with our safeguarding policies.
- Everyone at Station South should support our goal to build a diverse and inclusive organisation that represents the communities we work in and with and should follow our Equality and Diversity policies and procedures.
- Station South asks that all our employees develop their skills, knowledge and experience through training and personal development activities. Station South will support you with clear objectives and a supportive management culture.
- It is important that everyone at Station South supports and follows the company's branding/key messages and contributes towards raising Station Souths' profile.
- We ask that everyone at Station South helps us to develop new opportunities for business development and works to build excellent relationships with our suppliers, stakeholders and customers.