

# Job Description

## 1 Job details

<b>Job title:</b>	<b>Inclusive Cycling Ride Assistant</b> (6-month seasonal contract)
<b>Team:</b>	Access and Learning
<b>Post number:</b>	TBC
<b>Hours per week:</b>	6
<b>Grade:</b>	3
<b>Base:</b>	Lymington Town Hall
<b>Accountable to:</b>	Inclusive Cycling Project Manager
<b>Responsible for:</b>	n/a
<b>Budget Responsible Officer (BRO):</b>	No
<b>Car user:</b>	Casual
<b>Politically restricted:</b>	No
<b>Disclosure and Barring Service (DBS) check required?</b> (Identified via this online tool – <a href="#">Find out which DBS check is right for your employee - GOV.UK</a> )	Yes – Enhanced level for child and adult workforce
<b>Membership of professional body required:</b>	No
<b>Key liaisons:</b> <ul style="list-style-type: none"> <li>• Minstead Trust</li> <li>• Tiptoe Primary School</li> <li>• Scarf New Forest (Supporting children with additional needs, relatives and friends)</li> <li>• New Forest National Park Authority (NPA) staff</li> </ul>	

## 2 Role summary

### 2.1 This role will:

- Support the delivery of high-quality inclusive cycling sessions on the off-road cycle network in the New Forest National Park.
- Work alongside volunteers and work experience students so that they are actively involved in helping support the delivery of sessions and the success of the project.
- Participate in promotion of the project through social media and public events.

## 3 Main duties and responsibilities

- ### 3.1
- Support the delivery of high-quality inclusive cycling sessions so that individuals and families with additional needs can cycle regularly. Support the Ride Leader to

adapt sessions to suit the needs of the individual. (PEDALL target is 450 sessions, 4,000 riding slots per year).

- 3.2 Be aware of health and safety of the project in an outdoor environment with a range of hazards such as water, free roaming animals and inexperienced cyclists and follow operational guidelines.
- 3.3 With direction and supervision, undertake simple repairs such as punctures and replace parts such as tyres, chains and cables.
- 3.4 With supervision, create draft content and develop concepts for social media pages.
- 3.5 Support community outreach events to showcase the project,
- 3.6 Respond to general enquiries, provide advice on suitability of equipment to meet individuals needs and take bookings.

#### **4 Problem solving**

- 4.1 Use own initiative to assist group rides with varying physical abilities, possible behavioural issues and differing ability to follow instructions.
- 4.2 Work with Ride Leader and volunteers to maintain fleet who have competing demands on their limited resources, especially during busy periods.

#### **5 Decision making**

- 5.1 Line Manager sets targets and objectives.
- 5.2 Make decisions on when to refer to Ride Leaders, i.e. where there are concerns relating to health and safety of riders or equipment.
- 5.3 Make decisions relating to communication and engagement with riding community, i.e. how best to interact and support riders.
- 5.4 Will receive guidance and supervision from the Ride Leaders, who will give clear direction relating to areas of responsibility during each day, for example:
  - What position to ride in during a group ride;
  - Whether during the ride they have responsibility for specific tasks, e.g. unlocking/locking gates, riding alongside specific individual;
  - Performing a maintenance task, such as changing a puncture on a particular bike under supervision of the Ride Leader/volunteer.
- 5.3 Decisions outside of own knowledge area can be referred to the line manager or others including the Ride Leaders and Operational Lead.

#### **6 Operational responsibility**

- 6.1 With supervision and guidance help to ensure the safety and wellbeing of participants, supporting staff and volunteers checking that equipment is safe to use and set up correctly.
- 6.2 Work with vulnerable young people and adults with a range of disabilities and or special needs.

#### **7 Communication**

- 7.1 This is primarily an external facing role in direct contact with members of the public and will require the following:

- Oral presentation skills: Ability to give instructions to people with additional needs, family members, carers and school staff. Liaise with volunteers assisting in the running of sessions and represent the project with support at public meetings and events.
- Written skills: Use plain English in email correspondence
- Inter-personal skills: Work with a wide range of people from different backgrounds and those who may have different social boundaries or concept of personal space.

7.2 Work with the internal Communications team to develop social media.

7.3 Contacts are 80% external and 20% internal.

## **8 Working conditions**

8.1 The office base is in Lymington but the majority of time will be spent working outdoors in the New Forest National Park in varying weather conditions (hot, cold, wet, dry) and from the PEDALL base in Ashurst or Burley.

8.2 There will be times when the postholder will be required to lift and manoeuvre heavy equipment, i.e. adaptive cycles. This will vary depending upon the situation.

8.3 There may be a requirement to work weekends and occasional evenings. A uniform and Personal Protective Equipment (PPE) is provided.

## **9 General**

9.1 The post holder must at all times carry out their responsibilities with due regard to NPA policy and procedures.

9.2 All staff have a responsibility to participate in the NPA's Appraisal Scheme and to contribute to their own development.

## **10 Job description agreement**

10.1 The above Job Description is not intended to be exhaustive, the duties and responsibilities may therefore vary over time according to the changing needs of the service.

**Job holder's  
signature:** \_\_\_\_\_

**Date** \_\_\_\_\_

**Manager's  
signature:** \_\_\_\_\_

**Date** \_\_\_\_\_

# Person Specification

## Inclusive Cycling Ride Assistant

Criteria	Essential	Desirable	Assessed by
<b>Education / qualifications</b>			
Good general education or comparable in terms of experience		Y	A
Nationally recognised cycling qualification		Y	A
Have, or be prepared to obtain a first aid certificate		Y	A / I
Valid driving license		Y	A
<b>Experience</b>			
Experience of managing groups in the outdoors		Y	A / I / T
Understanding of diverse audiences, including disabled people/those with a special educational need	Y		A / I
Experience of managing and delivering events		Y	A / I
<b>Knowledge</b>			
Knowledge of disabilities and/or special educational needs and, in particular, an understanding of the challenges that people with additional needs face accessing the outdoors	Y		A / I
Knowledge of social media and website platforms		Y	A / I
<b>Skills</b>			
Good communication and inter-personal skills; ability to communicate in a way which is easily understood	Y		I / T
Able to work independently, good organisational skills with experience of managing own workload.	Y		A / I
Demonstrate skills to effectively manage possible behavioural issues		Y	A / I
Ability to undertake simple cycle repairs such as fixing punctures, changing a tyre, replacing brake cables etc.		Y	A / I
<b>Impact and attributes</b>			
Confident and outgoing with a professional outlook; has the ability to develop constructive working relationships	Y		A / I / T
Ability to understand the need to treat sensitive information confidentially	Y		A
A passion for getting people active in national parks/outdoors, able to motivate and enthuse others about their special qualities		Y	A / I
Able to meet the physical demands of the role	Y		A / I

**Evidence assessed by key:** A = Application form   I = Interview,   T = Test/Assessment