

## Job Description

Version 2.0 issued 13 May 2019



### Job title

**E-bike Support Worker (part-time)**

### About the job

**Location:** Exeter-based

**Reports to:** Fleet Manager (Fiona Harding)

**Hours:** 20 hours per week, 5 days a week, core shifts 7am to 9am and 5pm to 7pm, plus overtime

**Pay:** £9,360 per year, overtime at £9 per hour

**Contract:** Permanent after probation period

**Employee Benefits:** optional workplace pension, statutory holiday and sick pay, free membership of Co Cars and Co Bikes (excluding usage fees)

### About Co-cars

Co Cars | Co bikes is revolutionising the way people travel in Exeter and the South West. Our network of shared electric/hybrid cars can be hired by the hour and we are proud to have pioneered the UK's first on-street electric bike hire scheme.

We operate in a dynamic and constantly changing environment where the concept of Mobility as a Service (Maas) is fast gaining currency, supported by the growth of the sharing economy and technological innovation.

We are now entering a period of significant growth and have ambitious expansion plans as we strive to deliver shared mobility for all. Our mission is to make our towns and cities more liveable and people's lives better by reducing emissions and cutting congestion.

We are proud to be a social enterprise with an ethical approach to business that is shared by everyone in our friendly and welcoming team.

### The Role

The e-bike Support Worker is responsible for ensuring that e-bikes are roadworthy and clean, for the safety and enjoyment of customers.

S/he will visit e-bikes in the Exeter region as required, to check for damage, investigate issues reported by members, and monitor the Co Bikes service app on their smartphone. S/he will also assist in transferring e-bikes between locations and taking bikes for repairs. Work to e-bikes will be limited to the above and not include repairs or annual service, which are all carried out by suitably qualified persons.

We are interested in hearing from people with an interest in cycling and sustainable transport, and with a practical bent.

Duties and responsibilities include:

- Monitoring the service app, responding to action alerts and balancing e-bikes between hubs
- Performing routine safety inspections on e-bikes and docking stations
- Carrying out simple repairs on e-bikes as directed
- Assisting in tracking missing or stolen e-bikes
- Communicating readily and promptly the Fleet Manager and other team members
- Recording activities as necessary
- Supporting promotional events as required
- Assisting with the inspection, cleaning and manoeuvring of Co Cars as required
- Attending meetings as required
- Adhering to all policies and procedures
- Maintaining confidentiality about sensitive issues and commercial interests

## Person Specification

The right person for this role will:

(Required)

- Be versatile and adaptable – a quick learner
- Like working with people
- Have good organisational skills
- Be able to multitask and work under pressure
- Have good verbal communication skills
- Have a good attention to detail
- Be physically health and fit
- Have a clean driving licence and be a confident driver

(Desirable)

- Have a trade qualification or demonstrable experience in maintaining bicycles and/or cars

## Application process

Interested candidates should complete our online [Job Application Form](#) and send their CV to Benji Goehl [benji@co-cars.co.uk](mailto:benji@co-cars.co.uk) using the subject line “Job Application *Your Name*”.

The closing date for applications is Sunday 2<sup>nd</sup> June 2019. Successful applicants will be invited to attend an interview during the following weeks. Job offers will be conditional on receiving two satisfactory references after the interview. If you have any questions about the role, please email [benji@co-cars.co.uk](mailto:benji@co-cars.co.uk)

