



Bike Shop Team Member (Part-Time)

Better Health Bikes in East London is looking to recruit a number of part-time members of staff to support our team of skilled mechanics in the day to day running of our busy bike shop.

This is a customer-facing role, primarily aimed at supporting the commercial aims of the bike-shop by assisting with sales, customer enquiries and the general maintenance of stock and the retail space, with room to include some work on bike refurbs and servicing for those individuals with the enthusiasm to brush up on their bicycle maintenance skills.

Located in the same building as our sister social enterprise, the Better Health Bakery, which makes and sells artisan sourdough bread and delicious baked goods, we are both part of The Centre for Better Health (CBH), Hackney's oldest independent mental health charity. As a social enterprise, both the bike shop and the bakery provide work-skills training placements to individuals recovering from mental ill health.

Involvement with this social enterprise is a rewarding, interesting and exciting opportunity for someone who is passionate about customer service and bicycles and wants to support good mental health in the local community. If this sounds like you then we'd love to hear from you!

Job Purpose

There are two main elements to this role. Bike shop team members will be responsible to the Lead Mechanic, Assistant Lead Mechanic and the Commercial Lead in supporting the efficient operation of the bike shop. The second element of this role will be to support the charity's vision and mission which is to recognise a healthy community is an inclusive community in which individuals can live satisfying and hopeful lives and where there is no stigma about mental ill-health.

Main Duties

- Manning the bike shop's front desk, meeting and greeting customers and dealing with customer enquiries
- Managing retail transactions
- Booking in customer repairs and servicing, liaising with customers to organise drop-off/collections
- Helping to curate, organise and sell stock
- Set-up and clear down, as well as general maintenance of the retail space
- Assisting with the general promotion of the bike shop
- Work with other colleagues in the social enterprise and as part of a team supporting mental health recovery

This is a part-time role, up to two shifts per week, 10am to 6pm. The bike shop opens 6 days a week, Monday to Saturday.

Salary: to be negotiated; 25 days paid leave per year (pro-rata) + Bank Holidays

To Apply

If you would like to apply for this post please send your CV and a covering letter to recruitment@centreforbetterhealth.org.uk with **BIKE SHOP** in the subject line of your email.

Further details of the organisation and services can be found at www.centreforbetterhealth.org.uk



We recruit based upon equality of opportunity for all and candidates will be selected for interview based upon their skills, qualifications and experience. Because we work with vulnerable adults this post is subject to an enhanced DBS disclosure.

Person specification

Job Knowledge & Experience qualifications and/or practical knowledge and experience	Excellent customer service skills – ideally with some experience of working in a retail environment Enthusiasm for cycling and a good knowledge of bikes and bike accessories (desirable) Competent in basic bicycle repairs (desirable) Experience of working in a community setting (desirable)
Skills	Ability to engage with others Good communication and team working
Attitude and approach to work	Appreciation of customer service, with a friendly approachable manner Flexible and motivated individual with an interest in working with and supporting a team of trainees and volunteers Awareness of diversity issues and works in a positive non-discriminatory way, empathetic to the mental health needs of others Ability to be discreet and hold confidential information