

# Information about the Vacancy

## What is the Job?

Norwich Bicycle Repair Co-operative Ltd (NBRC) is seeking a new member to work in our busy workshop based at the University of East Anglia Campus. NBRC is a fully mutual workers' co-op, so our permanent employees (members) are all directors of the business and not only do the routine work of the business but share the responsibility for management too.

NBRC is a growing business serving the students and staff of UEA and the local area. We formed in November 2013, and we're already in high demand, delivering the UEA Dr Bike contract and we have scope for further expansion in the future. We're a not-for-profit organisation with a strong ethical and environmental ethos.

## Job description overview

**You won't need to do all of these things right away, but you will need to be able to contribute to some of them from the beginning. You should already have an interest in which areas you might want to take on more responsibilities and grow into the role.**

### Mechanical and front of house tasks

- Carrying out customer repairs to a professional standard
- Refurbishing bicycles to a professional standard
- Assessing bicycles and booking them in for work
- Carrying out comprehensive health checks on bikes and giving clear concise feedback
- Routine record keeping
- Explaining our services, repairs and products to service users and taking payments
- Housekeeping and maintenance.
- Responding to emails and telephone enquiries

## Working co-operatively

We don't have a boss, so this means doing all the things a boss would do, but as a member of a team. This includes:

- Attending co-op management meetings
- Communicating clearly with other team members about the tasks that need doing and who is doing them each day
- Facilitating and minuting meetings
- Sharing responsibility, developing an awareness of cash flow and finances
- Problem solving (e.g. tech issues, maintenance of the building, dealing with unexpected things that can come up, which are all part of running a business)

## Co-managing the project

- Paying bills, taxes, and managing day to day financial tasks
- Sending emails, researching stock, talking to reps about stock
- Book-keeping and liaising with accountants
- Managing our website and social media accounts
- Liaising with UEA staff and management to deliver the Dr Bike contract
- Developing business strategy as part of a team, including cash flow management, budgeting, and long term future planning

We're looking for someone who wants to take an active role in running our growing and developing project. You will be someone who applies your ethos to what you do in day to day life: each of us feels that a vital part of our responsibility is to keep the place running in line with our core values. You value communication, honesty and integrity, and you will be someone who pushes to make your ideas become reality.

As you will be part of running the project there are plenty opportunities to apply your life experience as part of a team that collectively makes wise business decisions. As such you will need to be committed to the needs of the co-op in balance with your own needs and the needs of others in the co-op. You will sometimes need to make decisions that benefit the co-op over decisions that benefit yourself or others personally, and this can be challenging.

Essentially, this is not the kind of post where you can just down tools and leave at the end of the day: we're looking for someone who is passionate about bikes, really cares about what NBRC is doing as a co-operative project and shares our environmental and ethical goals.

You will have commitment to the job long term and some ideas about the impression you can make on the place. The trial period for membership takes 6-9 months and really getting up to speed with all aspects of the job may take even longer, but there will be plenty of support to guide you.

## Hours and Pay

The job is initially for 24-26 hours per week. We will need you to work full days (8-9hours) although the days and hours may be negotiable. There may be scope to extend your hours in the future. If you get to the interview stage we will want to discuss exactly which hours and days you will work, but it will need to be a minimum average of 24 per week during our normal working hours (8.15am - 5.30pm, Monday to Friday), so make sure you are able to do this before applying.

NBRC is a member of the Nest Pension scheme and as such you will be entitled to make

pension contributions through this. The job also has above the statutory minimum (5.6 weeks) paid holiday. Holiday is negotiable and agreed by consensus, aside from set bank holidays and two weeks at Christmas.

The starting wage will be a minimum of £8.15 per hour; rising to at least the current living wage as set by [The Living Wage Foundation](#)) and £9.15 if you succeed in being accepted as a full member. As a full member you'll be involved in deciding how wages are set - we always aim to make these a fair reflection of the responsibility associated with each particular job within the co-op.

## How do I apply?

If you would like to apply for this position please read the **five** Job Applicant Criteria (see job description) which describe the aptitudes and skills we are looking for. If you still think you'd like to apply then write us a letter explaining why you would like to be a member of our co-op, making sure it includes information about your skills, experience and aptitudes for each of the **five** criteria.

## We will only be able to consider applications that contain *both* a letter and a CV

As we've mentioned, it is not necessary to have lots of experience for all the criteria we mention right away. However we would like to see evidence that you've thought about all of the criteria; can show that you have relevant skills and experience in some areas; and have the aptitude to develop areas where you have less experience over the job's trial period. By aptitude we mean evidence that, for example, you have a systematic, problem-solving approach; you have previously gained proficiency in a craft, mechanical or technical skill and/or you are able to effectively manage your own learning.

Also, while there are a lot of skills we are looking for, "being best at writing letters" is not the most important of them. So if this application process seems daunting, it's fine to get some help writing your letter, so long as the skills and experience you describe in the letter are true and a fair reflection of your abilities. We'd appreciate it if you mention in your letter if you've had assistance drafting it.

Please include a copy of your CV with this letter – the CV need only be brief, but must include your contact details (**with email address**), and the names and addresses of **two referees**.

We can only accept applications that include a letter (written specifically, not a standard covering letter) and a CV.

## Deadlines and key dates

The deadline for applications is 20<sup>th</sup> March We will email applicants that have been short-listed for interview by 10am December. Unfortunately we will only have time to reply to your application personally if you have been short-listed for interview.

We will be conducting interviews shortly after applicants have been short-listed. Interviews typically last 1 to 2 hours and involve some practical elements so that you can demonstrate your knowledge. You will need to bring proof that you are eligible to work in the UK to your interview. We hope for the successful applicant to start around 29<sup>th</sup> April.

## **What happens next?**

The successful applicant for this post will initially be recruited as an employee of NBRC on a temporary contract for between 6 and 9 months (depending on initial skill level). During this trial period either the applicant or NBRC can terminate the contract with 4 weeks notice. There will be a clear plan for demonstrating/developing all the skills and experience needed to become a full member of NBRC (over the trial period, with routine reviews to monitor progress). If, at the end of the temporary contract, we are happy with you as a member of the team, we will invite you to become a co-op member, which you can accept if you wish. Becoming a full member of NBRC requires becoming a director of NBRC, is a permanent role and involves having equal rights and responsibilities within the organisation as all other members.

We hope our new recruit will be able to start working with us by May.

### **Applications should be sent to:**

**Norwich Bicycle Repair Co-operative Ltd**  
**20 Savery Close Norwich**  
**Norfolk**  
**NR5 8NJ**

by 10am on Wednesday 20<sup>th</sup> March