Bikeability Delivery Administrator

£26,228 - £26,728 per annum (pro rata)

4.5 days (33.75 hours) per week

Permanent contract

Help us get more young people cycling by keeping our busy Bikeability programme running smoothly. You'll build strong relationships with schools and instructors, coordinate training schedules and make sure the detailed administration behind our courses is accurate, organised and on track. We're looking for a proactive, highly organised and people-focused person who enjoys juggling lots of moving parts, solving problems and making things happen.

1. Background to Life Cycle

We work with people of all ages, abilities and backgrounds at every stage of their cycling journey: From learning to ride, to building a career in the cycle industry.

We know that with the right support, anyone can benefit from bikes. We help thousands of people each year by providing:

1. Bikes that are safe, smooth and fun to ride.
2. Cycle training for all ages and abilities.
3. Cycling activities for people with additional needs.
4. Industry-accredited training for the public - and people in prison.

Our vision

A world with clean air and healthier people, where cycling is the chosen mode of transport, for most people, for short daily journeys.

Our mission

To help more people experience the benefits of cycling – transforming lives and the environment.

Our values

1. **Quality:** We strive for excellence in everything we do.
2. **Inclusivity:** We want cycling to be accessible to everyone.
3. **Curiosity:** We aren't afraid to try new things. We are bold. We are always learning.
4. **Empowerment**: We are guided by the people we work with.

We are passionate about always working in a way that maximises social value.



Video: bike recycling "Repairing Bikes, Rebuilding Lives"



Video: tandem cycling for the visually-impaired "Two's Company"

Life Cycle was founded in 1999 and now works with 10,000+ people a year. We run projects in the West of England, Swindon, Oxfordshire and Leicester.

See more at: www.lifecycle.org.uk/our-mission

2. Job Description

Purpose of the Role

You'll administer Life Cycle's Bikeability programme and make sure cycle training is delivered efficiently across schools and community settings.

This is a proactive, people-focused role involving building relationships with schools and instructors, organising complex training schedules, maintaining accurate records and following up opportunities to maximise participation and achieve agreed delivery targets.

The role would suit someone who enjoys making things happen, takes pride in excellent organisation and gains satisfaction from improving delivery year on year and bringing together the many moving parts required to deliver successful cycle training.

Much of the work follows a recurring annual cycle, so it is best suited to someone who is motivated by achieving agreed targets, strengthening relationships and helping more young people gain a life skill that benefits their health, wellbeing and the environment.

3. Key responsibilities

- Build strong relationships with schools and instructors, acting as the main point of contact.
- Proactively promote Bikeability to schools, understand the school-year cycle and maximise participation; following up enquiries, bookings and actions promptly.
- Coordinate courses, matching schools, instructors, bikes, equipment and locations, and reorganise delivery quickly when plans change.
- Maintain accurate, consistent and accessible records across all systems and platforms both internal and external, resolving gaps or inconsistencies.
- Monitor capacity and delivery, chase agreed targets and identify practical opportunities to improve administration, participation and delivery year on year.
- Plan and progress own workload effectively, taking ownership of problems and finding practical, solution-focused ways to keep delivery on track.
- Exercise sound judgement and seek management support when an issue requires escalation.
- Complete the detailed administration that underpins delivery, including bookings, amendments, cancellations, course information, materials, record-keeping and accurate invoicing information.
- Enjoy working within a recurring annual delivery cycle, using learning and results from each year to improve participation.
- Support the smooth day-to-day operation of the Life Cycle Create office alongside the core Bikeability workload. This includes responding to general telephone and email enquiries, handling post and bike donations, welcoming visitors and providing practical support with other matters as they arise.
- Contribute to Life Cycle's aim of giving young people a life skill that improves their health and wellbeing and benefits the environment.

4. Person specification

Essential

- Experience in administration, coordination or scheduling, managing multiple tasks and competing priorities.
- Confident using spreadsheets and digital systems to maintain accurate, detailed records.
- Excellent organisation, attention to detail and the ability to coordinate complex schedules involving several stakeholders.
- Clear, professional and warm written and verbal communication, with experience building positive relationships by phone and email.
- Proactive and appropriately persistent: proven ability to follow up agreed actions, adapt approach where necessary and take ownership until a matter is resolved or escalated to management.
- Practical, resilient and solution-focused when plans change.
- Enjoy bringing together multiple moving parts and working collaboratively with colleagues, instructors and school staff.
- Motivated by targets, steady year-on-year improvement and the impact of helping young people gain a lasting life skill.
- Excellent knowledge of Microsoft Office (Word, Excel, Outlook etc.)
- Ability to learn confident use of databases and different software types
- Committed to the safeguarding of children and young people
- Committed to equalities, diversity and accessibility

Desirable

- Passion for cycling, active travel or community-based projects.
- Experience working with volunteers, instructors or field-based teams.
- Experience coordinating training, education or community programmes.
- Experience of timetabling or staff planning or logistics coordination.
- Awareness of the Bikeability programme.

Note: This job description is for guidance only. You will be expected to undertake activities as required to help the charity increase its social impact.

What success looks like

In this role, success means schools receive a responsive and well-organised service; training schedules make effective use of available instructors and resources; records are accurate and up to date; issues are followed through promptly; and agreed participation and delivery targets remain visible and on track.

5. Terms and conditions

Salary: £26,228 - £26,728 (pro rata). This is at Life Cycle salary grade 1.

Working hours: 4.5 days (33.75 hours) per week. For an extremely strong candidate, we may consider 4 days per week.

Working days: Monday to Friday

Contract: Permanent.

Probationary period: Three months, with reviews at one month and two months.

Reports to: the Bikeability Delivery Lead.

Training: opportunities will be available: to be discussed on appointment.

Annual leave: 32 days paid leave in each holiday year, pro rata. Statutory holidays such as bank holidays are included within this entitlement. Three of these days (pro rata) must be taken between Christmas and New Year when the Life Cycle office is shut.
All employees will receive one extra day of annual leave, pro rata, for every full year they are employed by Life Cycle up to a maximum of Five additional days.

Pension: 5% matched contribution to pension

Other benefits: Company Sick Pay, staff discount on refurbished bike (or Cycle to Work scheme for new bike); TechScheme, free cycle training; free annual bike service; team building meetings and socials; professional development opportunities.

Location and work environment: CREATE Centre, Smeaton Road, Bristol, BS1 6XN.

This is an office and computer-based role. You will be using screens for the majority of your duties and must be confident making and receiving phone calls.

Flexible and home working may be possible, but you will typically be expected to spend at least 3 days per week at our main office.

Reasonable Adjustments: You can request reasonable adjustments for interview when completing the job application form. This information is only shared with hiring team if you are successful to interview so that we can best accommodate any requests. If successful, all new starters are asked to complete a health and support questionnaire to ensure we can provide appropriate support for you to work effectively.

AI Use: You're welcome to use AI tools to help with spelling, grammar, or clarity, but please do not rely on AI to generate or substantially write your answers. Your application must remain an authentic reflection of you. We need to understand your own skills and experience and see how you communicate, think and approach your work.

Although Life Cycle uses AI in some areas, there will be limited scope to use it routinely in this role. It is important your application demonstrates what you can do independently, without relying heavily on AI-generated content. Please tell us if you have used AI to support your application and how you used it. This will not negatively affect your application.

Working with volunteers: Life Cycle values its volunteers, who make a vital contribution to our work. You will be expected to encourage, develop and support volunteer involvement in our work.

6. Application Process

For an informal chat about this role call Frances McMillan, Bikeability Delivery Lead, on 0117 353 4580.

To apply:

Life Cycle is committed to diverse and inclusive recruitment practises, so to reduce unconscious biases we practice anonymous shortlisting.

Please fill in the application form below. You'll be asked to attach a CV and answer a few questions.

Please make sure you remove all identifying personal information, e.g. name, address, date of birth, etc. **Unfortunately, we cannot accept applications that haven't been fully anonymised.**

Application form: https://airtable.com/appP4eeiaj0aSdOLD/pagvlM1asarUfvQZs/form

Deadline: Monday 30th November 2026, at 9 am

Interviews: Tuesday 8th and Wednesday 9th December in the afternoon

We will hold interviews at: Life Cycle Head Office, The CREATE Centre, Smeaton Road, Bristol, BS1 6XN

Start date: We are looking to have a candidate in post as soon as possible.

If for any reason you feel the application form would limit your ability to apply, you can send us an application in Video or Audio format (maximum 5 minutes long).

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All new starters are asked to complete a health and support questionnaire to ensure we can provide appropriate support for you to work effectively.