

Title: Cardiff & Vale Service Manager

Job Location: Cardiff, Wales

Salary: DOE

Deadline: We are looking for someone to start ASAP and will be reviewing applications in real time.

Nextbike is a designer, manufacturer, supplier and operator of public cycle hire schemes. Founded in Leipzig, Germany in 2004, the company has grown rapidly from a small bike hire scheme with 20 bikes to a truly global operation with schemes in over 300 cities across 26 countries worldwide and over 70,000 bikes. We all work to achieve a common goal: to change the cityscape across the United Kingdom and the world.

Our Cardiff and Vale of Glamorgan scheme (sponsored by OVO Energy) includes over 1000 bikes (pedal and electric) across more than 100 docking stations in Cardiff and the Vale of Glamorgan. We recently expanded the e-bike fleet from 50 to 100 e-bikes, launching new electric stations in Cardiff after initially starting with the Vale.

This role requires a quick mind that has the ability to make clear decisions when looking through many different types and sources of data and communication channels. You must be a lover of data and handy with excel. The Cardiff scheme has reached over 1 million rentals since its launch in April 2018 and the new e-bikes are continuing to drive new ridership and customer growth.

You will work with an Operations Assistant who collects feedback from the team on the street and a Workshop Manager who manages the mechanic team and is responsible for the quality of the fleet and running the workshop. You will be the local face of the nextbike scheme - our former scheme manager appeared on the One Show - building new partnerships across Cardiff and the Vale and developing the community around our scheme. You will also work directly with the UK and German HQ teams, providing feedback and recommendations for improvements.

Hours: 40 hours. Occasional weekend and evening work may be required.

Responsibilities

- Build, lead, train and discipline a service team of 15 - 20 employees, including developing / reviewing / updating training manuals with HQ.
- Coordinate staff rotas to ensure adequate cover of the scheme.
- Oversee the daily operations of the facility and employees.
- Provide a safe and inclusive working environment for employees.
- Ensure a high quality of service through continuous monitoring and development of employees.
- Explore and develop new processes to increase efficiency of the system.
- Monitor scheme performance through reporting and ensure KPIs are being met. When KPIs are not met, create and implement detailed and thorough troubleshooting plans to adjust operations to meet them, with support from HQ in the UK and Germany.
- Respond quickly and decisively to unexpected situations.
- Manage warehouse stock ensuring accurate levels at all times and submit spare parts requests to ensure stock availability with the Workshop Manager.
- Manage Health & Safety for the warehouse and vehicle fleet.
- Use internal tools to monitor and manage the bike fleet and associated tasks.

- Use Jira to submit IT tickets.
- Ensure accurate weekly/monthly reports are sent to clients.
- Complete/oversee police reports with Operations Assistant.
- Track system expenses.
- Meet and communicate with clients from time to time.
- Work with HQ to plan expansions.
- Assist HQ marketing department with stories / pictures / videos of the system.
- Represent nextbike to customers, clients and other partners.

Required

- 3+ years supervisory / people management experience
- Excellent verbal and written communication skills
- Operations experience
- Ability to learn new software platforms quickly
- Good level of IT literacy
- High level of proficiency in excel
- Willing to be hands on and work in the field on equipment
- Troubleshooting skills
- Valid driver's license
- Good understanding of Cardiff and Vale geography

Preferred Skills

- Mechanical aptitude
- Transportation operations experience
- Comfortable driving a long wheel base vehicle
- Ability to bike or willingness to learn
- Understanding of sustainable transport field
- Awareness of cycling culture in Cardiff and the Vale

Personal Attributes

- Quick learner with good initiative
- Resilient
- Friendly, reliable, trustworthy, and honest
- Team worker and natural leader
- Ability to work under pressure and stress
- Ability to complete tasks to a high standard
- Self-starter
- Good interpersonal skills
- Highly detail oriented and organised person

Equal Opportunities Statement

Nextbike is committed to being an equal opportunities organisation. We are committed to promoting equal opportunities and preventing discrimination across race, sex, sexual orientation, religion or belief, gender, gender reassignment, ethnicity, age, disability, relationship status, parental status. This policy applies both to service delivery and to its own employment practices. You should be willing and able to demonstrate commitment to nextbike's Equal Opportunities Policy.



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To Apply

If the role and company we've described in this advert sounds like you, then we'd love to hear from you. To apply, please email your CV and cover letter to info@nextbike.co.uk with the Subject Title: Cardiff & Vale Service Manager Application. In your cover letter include your answer to these 3 questions:

- What makes you the right person for this opportunity?
- What excites you about nextbike / bike share?
- How do you approach managing a team?