



Volunteering Officer

Job Description

- Location: BikeAbility Wales site (Dunvant Rugby Club, Swansea, SA2 7RU)
- Hours: 24.5 hours per week. Core hours:
 - 9.30am – 5.30pm, Tuesday, Wednesday and Thursday
 - 9.30am – 1pm on Saturday.

Flexibility may be possible in relation to core hours – please contact us to discuss on info@bikeabilitywales.org.uk.

- Salary: £25,010 Pro rata (actual salary £17,507 for 24.5 hours per week).
- Pension: Employer contribution to Nest pension scheme of 3%
- Annual leave: 25 days annual leave per annum plus bank holidays pro rata. At the discretion of management, BikeAbility Wales closes for 5 days over Christmas with no requirement for staff to take annual leave.
- DBS: Enhanced DBS check required for this role

Contract

- July 2026 to March 2028 (subject to six months probation period), with the potential for extension if funding secured

Background

BikeAbility Wales is an inclusive cycling charity. We enable people who would otherwise be excluded to enjoy the pleasures and health benefits of cycling. BikeAbility Wales became a registered charity in September 2008 and has become established as Swansea's leading provider of supported, specialist cycling activities for the disabled community and of cycling training at all levels.

Purpose of the role

To coordinate the recruitment, induction and retention of volunteers, including targeted volunteer recruitment of young people, disabled people and those who are seeking employability experience.

To improve our volunteering support systems and processes, and to lead work to achieve Investors in Volunteers accreditation in partnership with the BikeAbility Wales Director and volunteers.

To work with volunteers to support people of all abilities to use both specialised and conventional bikes at our site at Dunvant Rugby Club, on the Clyne Valley and Swansea Cycle Path, and at external events.

You will be delivering some of our services alongside volunteers as part of their development, so the ability to ride a bike and move bikes around our site is essential for this role.

We are interested in hearing from people with transferable skills and training will be provided if needed.

Key Tasks & Responsibilities:

- To support new and existing volunteers, ensuring they have a high quality experience of volunteering which meets their needs
- To coordinate advertising and promotion of volunteering opportunities, including to target groups.
- To attend external events to promote volunteering opportunities with BikeAbility Wales
- To respond to volunteering enquiries and coordinate introduction to the charity for new volunteers.
- To develop and deliver user friendly systems to coordinate volunteering – e.g. rota systems.
- To coordinate ongoing supervision, development and support of volunteers
- To lead work on the process of gaining Investing in Volunteers accreditation for BikeAbility Wales in partnership with the Director.
- To support the work of the Senior Cycling Officer to ensure the safety of volunteers and participants, following health and safety and safeguarding policies.
- To undertake day to day record keeping and to support the collection of data and feedback for project monitoring purposes.

- Alongside volunteers, to support people of all abilities to use both specialised and conventional bikes at our site at Dunvant Rugby Club, on the Clyne Valley and Swansea Cycle Path, and at external events (training will be provided).
- To work both independently and as part of a team with staff and volunteers.
- Maintain an excellent standard of customer service.
- To work with volunteers to respond to customer enquiries via phone and email, manage money taken for services delivered through cash and card payments, and work with colleagues on site opening and close down procedures when required.
- To liaise with the Director, Senior Cycling Officer and Cycling Officer in relation to the smooth running of the organisation.
- Be flexible in your job role and willing to assist in all other duties, within reason, as requested by your manager.

Volunteering Officer

Person Specification

Assessment code: A= application I = interview

	Essential	Desirable	Method of Assessment
Qualifications	Experience or qualifications relevant to the job description. Applicants with transferable skills are welcome.	Community or Charity related qualifications or experience.	A
Experience /Knowledge/ Abilities	<p>Experience in working with and supporting volunteers and/or of volunteering.</p> <p>Excellent organisation and record keeping skills.</p> <p>The ability to work with volunteer or staff management systems such as rotas.</p> <p>Knowledge and experience of cycling. Able to ride a bike.</p> <p>Experience of working with or supporting people of all ages and abilities, including disabled people.</p> <p>Customer service experience.</p> <p>Ability to work on your own initiative & within a team and maintain effective working relationships.</p> <p>Knowledge of risk assessment processes</p> <p>Ability to use standard IT packages including Microsoft Word, Excel and Outlook.</p>	<p>Knowledge of emergency First Aid and safeguarding procedures.</p> <p>Experience of working within community or public sector organisations.</p>	A I

Personal	Proactive 'can-do' attitude to work Excellent communication & people skills. Excellent organisation skills. Approachable, empathetic & patient. Diligent and conscientious, with excellent time management. Flexible, adaptable and able to work in a face paced environment		A I
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Application deadline: 5pm, Sunday 31st May

Interviews likely to be held: Friday 6th June

To apply please send a CV and a Personal Statement explaining how you meet the requirements of the Person Specification by email to:

info@bikeabilitywales.org.uk

Questions are very welcome! If you would like further information please contact Laura Courtney, Director, BikeAbility Wales on: info@bikeabilitywales.org.uk