

Kent County Council

Job Description: *Cycle Training Organiser*

Directorate: Growth, Environment and Transport

Unit/Section: Highways and Transportation

Grade: KR6

Responsible to: Cycle Training Team Leader

Purpose of the Job:

To liaise with customers, instructors and other stakeholders to organise the delivery and administration of National Standard cycle training (Bikeability). The training provides a basic off-road skills course (Level 1), basic on-road training course (Level 2) and an advanced skills course (Level 3) to children and adults.

Main duties and responsibilities:

- To manage the organisation and administration of Kent County Councils Cycle Training services.
- To liaise with staff and customers to provide high-quality customer focused services, ensuring that courses are always well organised and administered.
- Support and participate in the invoicing of schools and other customers for the services provided.
- To complete and report accurate records to the defined standard. To ensure that all appropriate course administration is completed to the highest possible standard.
- Develop and maintain all office systems, including the database and filing systems, both computerised and manual, ensuring that the storage and retrieval of documents is undertaken in a logical and consistent manner, in line with the County's Record Retention Policy, data protection and freedom of information protocols.
- To work as part of the Road Safety and Active Travel Group actively contributing to the development of the services provided.
- To work with the Cycle Training Team Leader to ensure that the service has appropriate staffing at all times to meet customer demands.
- To participate in and support the wider work of the Safer Active Journeys Team as required.

Footnote: This job description is provided to assist the job holder to know what his/her main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

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Person Specification: *Cycle Training Organiser*

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	CRITERIA
QUALIFICATIONS	<ol style="list-style-type: none"> 1. Level 2 Diploma or equivalent
EXPERIENCE	<ol style="list-style-type: none"> 1. Experience of organising and administering complex customer focused services. 2. Experience of administering on-line reporting systems. 3. Experience of invoicing procedures.
SKILLS AND ABILITIES	<ol style="list-style-type: none"> 2. Ability to deliver high quality customer centred services. 3. Good interpersonal and negotiation skills with the ability to work well with a remote team. 4. Ability to organise and prioritise workload to achieve agreed deadlines. 5. Calm and professional manner. 6. Ability to keep accurate records and work to deadlines. 7. Computer literate and able to use a range of software products
KNOWLEDGE	<ol style="list-style-type: none"> 1. Expert knowledge of the National Standards for Cycle Instruction courses. 2. Knowledge of Microsoft office products e.g. Word, Outlook and Excel. 3. Knowledge of internet reporting systems.
KENT VALUES AND CULTURAL ATTRIBUTES	<p>Kent Values:</p> <ul style="list-style-type: none"> • We are brave. We do the right thing, we accept and offer challenge • We are curious to innovate and improve • We are compassionate, understanding and respectful to all • We are strong together by sharing knowledge • We are all responsible for the difference we make <p>Our values enable us to build a culture that is:</p> <p>Flexible/agile - willing to take (calculated) risks and want people that are flexible and agile</p> <p>Curious - constantly learning and evolving</p>

	<p>Compassionate and Inclusive - compassionate, understanding and respectful to all</p> <p>Working Together - building and delivering for the best interests of Kent</p> <p>Empowering - Our people take accountability for their decisions and actions</p> <p>Externally Focused - Residents, families and communities at the heart of decision making</p> <p>(If this document is being used for recruitment purposes, examples of Behaviours which support the Kent Values will need to be demonstrated within the context of this post)</p>
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