



Recyke y'bike

General Manager Person Specification

| | ESSENTIAL | DESIRABLE |
|--------------------------------------|--|---|
| Values and Personal qualities | <p>Commitment to the values of RYB (respect, passion, quality, collaboration).</p> <p>Personal qualities: Is approachable and empathetic. Has a good sense of humour. Team player. Decisive. Positive. Passionate about the environment and recycling. Understands and promotes Equity, Equality and Diversity. Open and honest.</p> | |
| Knowledge | <p>Marketing. Understanding of the running of a small trading company</p> | <p>Good health & safety policy and procedure Good safeguarding practice The working needs and functions of a charity. Workshop best practice and operational methods Social media platforms Customer service and merchantising</p> |
| Skills and Abilities | <p>Basic competence with MS Office applications Proven leadership skills. Able to support and motivate self and others. Ability to create rapport with others. Good communicator (written and verbal).</p> | <p>Skills with cloud-based applications such as Google Drive/gmail and other commonly used applications. Technical and mechanical skills. Ability to network and build relationships.</p> |



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|---------------------------|---|---|
| | Able to coach and develop others. | Skills with social media platforms such as twitter, facebook, etc. |
| Experience | Managing a budget and financial planning: People management | Customer service. Sales. Experience of working in a customer service environment. Fundraising. Experience of running a charity Creating social media |
| Other Requirements | Willingness to adapt the role to fit the needs of the organisation. Flexibility to adapt hours to meet the needs of the organisation. Enthusiasm for learning and personal development. Enthusiasm for cycling and bikes. An innovative and dynamic approach to problem solving, empowering staff and volunteers to make and have ownership of decisions. Be flexible as to their role, being able to “help out” when needed | |