

DROVER CYCLES

hay on wye

Apprentice Cycle Mechanic

Role

This is a trainee role at Drover Cycles, an independent bike shop and bike hire centre in Hay on Wye. The job is hands-on and practical - from day one you will be helping to maintain the hire fleet, repair and service customer bikes and assist with the day to day running of a busy bike workshop. No two days are the same, therefore a flexible approach and can-do attitude are essential.

Responsibilities

The following list is an outline of the duties and tasks you will carry out in this role. It is not an exhaustive list. Many tasks will require on-the-job training and supervision but, after a period of training and consolidation, you will be expected to carry them out independently.

Bike Hire Fleet

- Cleaning, safety checking and carrying out routine maintenance of hire bikes;
- Cleaning, safety checking and organising hire equipment (e.g. helmets, panniers);
- Assisting with the loading and unloading of hire bikes and equipment;

Customer Bikes

- Identifying problems and discussing possible solutions with the customer;
- Estimating the cost of repairs and giving quotes;
- Carrying out basic repairs and replacing parts;
- Completing job reports and customer bills;
- Offering general advice to customers on bikes and cycling;
- Taking bookings for repairs and processing paperwork;

General

- Liaising with suppliers (e.g regarding warranty issues, product queries);
- Maintaining a clean, safe and tidy workshop

Entry requirements

Skills & Qualifications

- An interest in cycling
- An aptitude for manual work / problem solving
- Good level of written and spoken English
- Good communication skills
- Good customer service skills

Personal Qualities

- Attention to detail
- Punctual
- Reliable

Desirable

- Relevant work experience or similar experience gained through hobbies or school activities.

Training & Development

- Certificate of Cycle Maintenance (often referred to as a Technical Certificate, this is the specific, hands on training in Cycle Maintenance)
- Cytech Technical Two and wheel building training
- Level 2 NVQ Diploma in Engineering Maintenance & Installation - Cycles pathway
- Functional skills level 1 or 2
- Employment Responsibilities and Rights
- Personal Learning & Thinking Skills

Pay, Working Days, Benefits & Holidays

The role will be based on a 5-day working week including Saturdays and Sundays. (The business is open 7-days a week during the summer, and 6-days - Mon-Sat - during the winter). There is some flexibility with working patterns but in general you should expect to work 1 weekend per fortnight (with a corresponding number of week-days off).

In addition to a competitive salary and bonus (see below), along with the training benefits outlined above, the package includes 28 days annual paid holiday, a generous staff-purchase scheme, and one of the most beneficial cycle-to-work schemes found anywhere.

Wages will start at £600 per calendar month in months 1-2, rising in stages every two months throughout the apprenticeship subject to the satisfactory attainment of agreed targets. The initial contract will run for 18 months, during which it is envisaged that the Certificate of Cycle Maintenance, Cytech Technical Two, and Level 2 NVQ will be completed. At the end of this period, the opportunity may arise for successful candidates to go on either to an Advanced Apprenticeship, a full-time mechanic's role, or another role within the Drover Cycles/Drover Holidays business - although this is not guaranteed and would be subject to a further successful application at that time. A bonus will also be paid to apprentices successfully completing the initial 18-month contract, calculated according to timekeeping, productivity and customer satisfaction throughout the year.