

# Engagement Officers

## Active Travel

**Newport International Sports Village**  
**Geraint Thomas National Velodrome of Wales**

**2 x Full Time posts**  
**37 hours per week**

**£23,895 - £26,644 per annum**  
*(Grade 5 - SCP 21-25)*  
**plus benefits**

Newport Live is an award winning not for profit sport, leisure, and cultural trust; and registered UK Charity with an excellent track record of delivering innovative programmes and services to our communities and residents that *'inspire people to be happier and healthier'*.

The Active Travel (Wales) Act 2013 was introduced to assist the Welsh Government vision in shorter distance travel throughout local communities being led by cycling and walking, for a healthier, more sustainable Wales. To encourage Active Travel across Newport, we are hiring a brand new, dedicated team to lead this behaviour change initiative, based at the Velodrome but working across the City across Newport Live sites and other community locations.

Our Engagement Officers will be responsible for the operational delivery of the Active Travel initiative, including leading the delivery and development of our Learn to Ride and Learn to Maintain cycling programmes, and the implementation of walking groups across the City.

Working with local businesses, participants, and local residents to understand their travel habits and journeys, and encouraging them to be cycle friendly, you will be instrumental as Active Travel Ambassadors in inspiring people to make more active travel choices, supporting with their competence and confidence.

You should have the drive and passion for working in a sporting and leisure environment, and demonstrate our core values of Care, Passion, Teamwork, Inspiration, Innovation, and Inclusivity

The post is exempt from the Rehabilitation of Offenders Act (1974) and is subject to a successful Disclosing and Barring Service (DBS) check.

For an informal discussion about the post please contact Newport Live enquiries on 01633 656757 and ask to speak with Richard Dale, or email [richard.dale@newportlive.co.uk](mailto:richard.dale@newportlive.co.uk)

### **Application Process**

You can download an application form and job description via the Newport LIVE website [www.newportlive.co.uk](http://www.newportlive.co.uk) or they are available via e-mail request from [jobs@newportlive.co.uk](mailto:jobs@newportlive.co.uk)

Please return the completed application forms to [jobs@newportlive.co.uk](mailto:jobs@newportlive.co.uk)

**Closing date for applications:** Sunday 16 April 2023

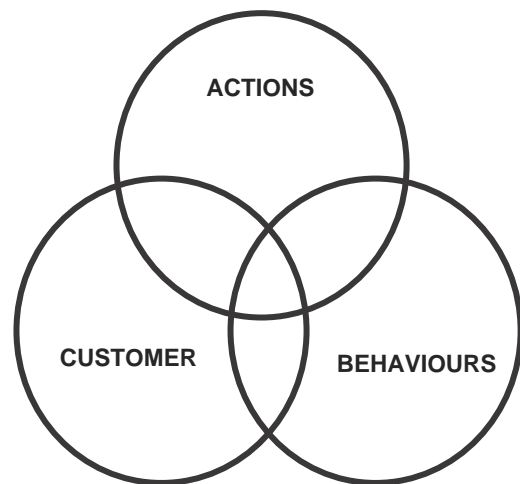
## JOB DESCRIPTION

<b>POST:</b>	<b>ACTIVE TRAVEL ENGAGEMENT OFFICER</b>
	To be responsible for the operational delivery of the Active Travel behaviour change initiative, including Walking, Learn to Ride and Learn to Maintain cycling programmes. You will be instrumental in inspiring people to make more active travel choices, supporting them with their confidence and competence.
<b>RESPONSIBLE TO:</b>	Active Travel Programme Manager
<b>SALARY:</b>	Grade 5 – SCP 21 – 25
<b>KEY RELATIONSHIPS:</b>	Businesses within Newport and surrounding areas, Newport City Council, Transport for Wales, Newport Live departments, partners, stakeholders, participants and local residents.
<b>BASE LOCATION:</b>	Geraint Thomas National Velodrome of Wales and all other Newport Live venues.
<b>MANAGEMENT RESPONSIBILITY:</b>	Casual Cycling Instructors

### I will be successful in my role when:

- All my key operational responsibilities are consistently delivered to a high standard.
- I achieve all key performance indicators specific to my role.
- I role model the behavioural values of Newport Live through my performance.
- I work collaboratively across departments and service areas to deliver exceptional customer service to Newport Live's customers.
- Through my performance and passion, I inspire people to be happier and healthier.

### HOW MY PERFORMANCE IS MEASURED



### **DISCLOSURE AND BARRING:**

This post may result in you having contact with children, the elderly, sick or disabled. Newport Live, therefore, requires that by virtue of the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975, the Children's Act 1989 and/or the Police Act 1997, you reveal any criminal convictions, bind over orders or cautions, including those this would normally be regarded as spent. You must complete the relevant section on the application form, applications will be returned if this section is incomplete. If successful in your application, you will subject to a Disclosure and barring check.

**OPERATIONAL RESPONSIBILITIES:**

- 1** To lead the delivery of quality, Learn to Ride and Learn to Maintain cycling experiences for participants in all sessions including young people, adults, novices, and experienced cyclists. This will consist of community and work-based delivery across the city in addition to Newport Live and community location and venues.
- 2** To facilitate the implementation of organised walking groups within businesses and community locations across the city.
- 3** To be an ambassador for Active Travel and the promotion of cycling and walking as a means of transport for commuting or social and recreational purposes. Help direct participants to appropriate cycling or walking activities within Newport Live and community locations and venues.
- 4** Lead the delivery and development of the Active Travel Learn to Ride and Learn to Maintain programmes ensuring a continuous pathway of behaviour change opportunities, whilst ensuring the programme is robust and fits the needs of our customers.
- 5** Deliver and maintain excellent standards of customer care when coaching, organising or providing any customer interactions.
- 6** To be responsible for the safe movement and preparation of equipment, resources and facilities prior to use, undertaking dynamic risk assessments to account for defects and hazards, whereby taking remedial action to ensure service continuity.
- 7** To manage the availability of the Learn to Ride bicycle fleet and provide routine maintenance and safety checks, recording the extent of repairs and /or maintenance completed or required on them, whereby ensuring they are always fit for purpose.
- 8** To manage the availability of the hire bikes including the delivery, installation, onboarding and support of the digital software solutions in businesses and venues. Provide reactive support where required for any allocated bikes and be proficient in their use and associated technology.
- 9** To work with local businesses, participants and local residents to understand their travel habits, journeys and requirements to plan and implement more sustainable or active options.
- 10** To ensure that all sessions are setup and delivered in accordance with Newport Live, Walk Leaders and British Cycling guidelines. Including maintaining accurate administration records for all delivery, maintenance events and sessions.
- 11** Prepare, implement, and evaluate Learn to Ride, Learn to Maintain and walking group session plans to ensure continual development of all participants, with particular focus on commuters.
- 12** To support and encourage workplaces and residents to be cycle friendly, increasing the number of cycle commuters across the city, providing advice and guidance on infrastructure.
- 13** To lead and support the delivery and implementation of organised walks across designated routes across the city, linked to business and community settings.
- 14** To undertake training, as/when required, as part of the Active Travel Initiative to ensure continual programme development.

- 15** To work in collaboration with key partners to highlight, demonstrate the benefit the physical, social, emotional, financial and environmental benefits of workplace and community active travel adoption.
- 16** To be a role model and ambassador for Newport Live with an adaptable proactive approach, creating an environment in which you champion professionalism, honesty and integrity as you interact with your team, the wider organisation, stakeholders and customers.
- 17** To have a full UK driving license including the ability to drive a vehicle and carry out the safe and efficient set up, de-rig and running of sessions and associated equipment.

**The person undertaking this role is expected to work within the policies, ethos and aims of Newport Live and to carry out such other duties as may reasonably be assigned by the Chief Executive of Newport Live. The above responsibilities are subject to the general duties and responsibilities contained in the Statement of Conditions of Employment. The duties of this post may vary from time to time without changing the general character of the post or level of responsibility entailed. The post holder will work to deliver agreed performance objectives; these will be reviewed on a regular and formal basis through Newport Live performance management processes.**

**ACTIVE TRAVEL ENGAGEMENT OFFICER – PERSON SPECIFICATION**

<b>Area</b>	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>	<p>1.1 British Cycling Level 1 Award in Coaching Cycling (ability to achieve within 2 months) (A,C)</p> <p>1.2 1st4Sport Level 2 Award in Instructing Cycle Training (ability to achieve within 2 months) (A,C)</p> <p>1.3 Possess Level 2 Certificate in Cycle Maintenance or equivalent (ability to achieve within 2 months) (A,C)</p> <p>1.4 Evidence of ongoing personal and professional development activities during career to date (A,C).</p> <p>1.5 Walk Leaders Training (ability to achieve within 2 months) (A,C)</p>	<p>1.6 Emergency First Aid Certificate (A,C)</p> <p>1.7 Manual Handling Training (A,C)</p>
<b>Knowledge, Skills &amp; Competencies</b>	<p>2.1 Ability to communicate effectively with customers when introducing new riders to the cycling environment. (A,I)</p> <p>2.2 Ability to communicate advanced techniques to more experienced riders and differentiate coaching sessions for the less able participants to ensure safety and enjoyment is achieved. (A,I)</p> <p>2.3 The capability to promote a new concept or opportunity to individuals and groups of people (A,I)</p> <p>2.4 Ability to establish and maintain excellent internal and external relationships (I)</p> <p>2.5 Ability to demonstrate an excellent understanding and application of Health and Safety management within the cycling/ physical activity environment. (A,I)</p> <p>2.6 Ability to use IT and digital solutions (A, I).</p>	<p>2.7 Understanding of some or all of the following:            - Active Travel            - Health improvement initiatives            - Physical activity development programmes            - Socially inclusive programmes            - Behaviour change processes (A,I)</p> <p>2.8 Ability to communicate in Welsh (A,I)</p> <p>2.9 Competent in using digital platforms, including data recording and booking systems (A,I)</p>
<b>Experience</b>	<p>3.1 Delivery of behaviour change initiatives to groups of people (A,I)</p> <p>3.2 Experience of working with community-based organisations, social enterprises, the voluntary sector or statutory public services (A,I)</p>	<p>3.5 Experience of event planning, organising and delivery (A,I)</p> <p>3.6 Experience of recruiting, training and developing volunteers (A,I)</p>

	<p>3.3 Experience of working with or maintaining bicycles and or e-bikes (A,I)</p> <p>3.4 Experience of cycling and walking for social, recreational or commuting purposes (A,I)</p>	<p>3.7 Experience of working with digital solutions and or business/intelligence systems (A,I)</p>
<b>Personal Attributes</b>	<p>4.1 A driven individual, capable of leading and coaching to develop and inspire (A,I)</p> <p>4.2 Excellent verbal, written and interpersonal skills (A,I)</p> <p>4.3 Ability to work under pressure (A,I)</p> <p>4.4 The ability to work flexibility including early mornings, evenings and weekends on a regular basis (A,I)</p> <p>4.5 Excellent planning and organisational skills (A,I)</p> <p>4.6 Ability to communicate with people in a way that puts them at ease, applies empathy, understanding and support (A,I)</p> <p>4.7 Able to ride and demonstrate the use of a bike (A,I)</p>	<p>4.8 Good understanding of the benefits of cycling for everyday journeys, leisure and adventure (I)</p> <p>4.9 Proponent of Active Travel (A,I)</p>
<b>Other</b>	<p>5.1 Full UK Driving Licence (A,I)</p> <p>5.2 Ability to travel extensively across the city of Newport (A,I)</p> <p>5.3 Be able to work varying shift patterns to include early mornings, evenings, and weekends (A,I)</p>	<p>5.4 Category BE on your driving licence and ability to attend towing course (A,I)</p>

**Method of assessment (\* M.O.A.)**

A: Application form (including shortlisting)

C: Certificate

E: Exercise

I: Interview

P: Presentation

T: Test

AC: Assessment Centre