

JOB DESCRIPTION

ROLE:	Active Travel Engagement Officer Responsible for operational delivery of the Active Travel behaviour change initiative, including Walking, Learn to Ride and Learn to Maintain cycling programme; inspiring people to make more active travel choices for a healthier lifestyle.
RESPONSIBLE TO:	Active Travel Programme Manager
SALARY:	Grade 5 (SCP 21-25)
KEY RELATIONSHIPS:	Newport Live Colleagues, partners and stakeholders, Transport for Wales, Newport City Council, businesses across Newport and surrounding areas, programme participants and local residents
BASE LOCATION:	Newport International Sports Village and Newport Live sites
MANAGEMENT RESPONSIBILITY:	None

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 be subject to a Disclosure and barring check.

OPERATIONAL RESPONSIBILITIES:

- 1** 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; helping to direct participants to appropriate cycling or walking activities within Newport Live and community locations and venues
- 2** Working with local businesses, participants and residents to understand their travel habits, journeys and requirements, to help plan and implement more sustainable or active options
- 3** Working collaboratively with key partners to highlight and demonstrate the physical, social, emotional, financial, and environmental benefits of workplace and community active travel adoption
- 4** Leading the delivery of quality 'Learn to Ride' and 'Learn to Maintain' cycling programmes for participants in all sessions including young people and adults from novices to experienced cyclists, consisting of community and work-based delivery across the city in addition to Newport Live sites, and community locations and venues
- 5** Facilitating the implementation of organised walking groups within businesses and community locations across the city
- 6** Leading 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.
- 7** Delivering and maintaining excellent standards of customer care whenever coaching, organising, or providing any customer interaction
- 8** Taking responsibility for the safe movement and preparation of equipment, resources and facilities prior to use, undertaking dynamic risk assessments to account for defects and hazards, taking remedial action to ensure service continuity
- 9** Managing availability of the 'Learn to Ride' bicycle fleet, and providing routine maintenance and safety checks, recording the extent of repairs and/or maintenance completed or required on them, ensuring they are always fit for purpose
- 10** Managing availability of our hire bike, including delivery, installation, onboarding, and support of the digital software solutions in businesses and venues; providing reactive support where required for any allocated bikes
- 11** Ensuring all sessions are set up and delivered in accordance with the guidelines of Newport Live, Walk Leaders and British Cycling, including maintaining accurate administration records for all events and sessions
- 12** 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.
- 13** Supporting and encouraging local workplaces and residents to be cycle friendly, increasing the number of cycle commuters across the city by providing advice and guidance on infrastructure

- 14** Leading and supporting the delivery and implementation of organised walks across designated routes across the city, linked to business and community settings
- 15** Undertaking relevant training as/when required as part of the Active Travel Initiative, to ensure continual programme development
- 16** 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

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. The above responsibilities are subject to the general duties and responsibilities contained in the Statement of Conditions of Employment. The duties of this role may vary from time to time without changing the general character of the role or level of responsibility entailed. The role holder will work to deliver agreed performance objectives; these will be reviewed on a regular and formal basis through Newport Live performance management processes.

PERSON SPECIFICATION
ACTIVE TRAVEL ENGAGEMENT OFFICER

Area	Essential	Beneficial
<p>Qualifications</p>	<p>1.1 British Cycling Level 1 Award in Coaching Cycling (<i>or ability to achieve within two months</i>)</p> <p>1.2 1st4Sport Level 2 Award in Instructing Cycle Training (<i>or ability to achieve within two months</i>)</p> <p>1.3 Level 2 Certificate in Cycle Maintenance / or equivalent / (<i>or ability to achieve within two months</i>)</p> <p>1.4 Walk Leaders Training (<i>or ability to achieve within two months</i>)</p> <p>1.5 Evidence of ongoing personal and professional development activities</p>	<p>1.6 Emergency First Aid Certificate</p> <p>1.7 Manual Handling Training</p>
<p>Knowledge, Skills & Competencies</p>	<p>2.1 Effective communication skills with customers, particularly when introducing new riders to cycling</p> <p>2.2 Communicate advanced techniques with confidence to more experienced riders with ability to adapt coaching sessions for less competent riders to ensure safety and enjoyment</p> <p>2.3 Competent in effective delivery of new concepts and opportunities to individuals and groups of people</p> <p>2.4 Ability to establish and maintain excellent internal and external relationships</p> <p>2.5 Excellent understanding and application of Health and Safety management, particularly within cycling and physical activity</p> <p>2.6 Confident in using various IT and digital solutions</p> <p>2.7 Able to ride and demonstrate the use of a bike</p>	<p>2.8 Knowledge and understanding of any / all the following:</p> <ul style="list-style-type: none"> - Active Travel - Health improvement initiatives - Physical activity development programmes - Socially inclusive programmes - Behaviour change processes <p>2.9 Ability to communicate in Welsh (<i>or any other languages in addition to English</i>)</p> <p>2.10 Competent in using digital platforms, including data recording and booking systems</p>

<p>Experience</p>	<p>3.1 Delivery of behaviour change initiatives to groups of people</p> <p>3.2 Working with community-based organisations, social enterprises, the voluntary sector or statutory public services</p> <p>3.3 Working with or maintaining bicycles and / or e-bikes</p> <p>3.4 Cycling and walking for social, recreational or commuting purposes</p>	<p>3.5 Event planning, organisation, and delivery</p> <p>3.6 Recruitment, training and development of volunteers</p> <p>3.7 Working with digital solutions and / or business intelligence systems</p>
<p>Personal Attributes</p>	<p>4.1 A driven individual, capable of leading and coaching to develop and inspire</p> <p>4.2 Excellent verbal, written, and interpersonal skills</p> <p>4.3 Natural communicator with people in a way that puts them at ease through empathy, understanding and support</p> <p>4.4 Strong planning and organisational skills</p> <p>4.5 Unfazed when working under pressure</p> <p>4.6 Happy to work flexibility, including mornings, evenings, weekends or bank holidays</p>	<p>4.7 Good understanding of the benefits of cycling for everyday journeys, leisure, and adventure</p> <p>4.8 An advocate for Active Travel</p>
<p>Other</p>	<p>5.1 Full UK Driving Licence</p> <p>5.2 Ability to travel extensively across the city of Newport</p>	<p>5.3 Category BE on driving licence, with ability to attend towing course</p>