Active Travel Engagement Officer

Grade 05 SCP 21 – 25
(£27,155 - £30,279) plus benefits
37 hours – Full time

(fixed term 31 March 2027 pending extension of funding until 31.3.2028)

Newport Live is looking to recruit an Active Travel Engagement Officer to operationally deliver the Active Travel behaviour change initiative, Walking, Learn to Ride and Learn to Maintain programmes.

Newport Live is working in partnership with Transport for Wales, Burns Delivery Unit and Newport City Council to implement a city-wide behaviour change initiative that will make it easier and more attractive for people to walk and cycling within the city.

The post will be responsible for leading the delivery Learn to Ride, Learn to Maintain and walking group sessions within Newport Live and community locations and venues, focusing on high quality session delivery and excellent customer service.

The Active Travel Engagement Officer will support the Programme Manager in the delivery of programme initiatives and engagement in addition to undertaking regular monitoring and evaluation of participants.

The successful candidate will be an advocate for active travel and behaviour change initiatives with a passion for working with participants to develop skills, confidence and develop healthy lifestyle choices.

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, Head of Business Development, or email 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 alternatively they are available via e-mail request from jobs@newportlive.co.uk

Please return the completed application forms to jobs@newportlive.co.uk

Closing date for applications: carried out upon receipt of application

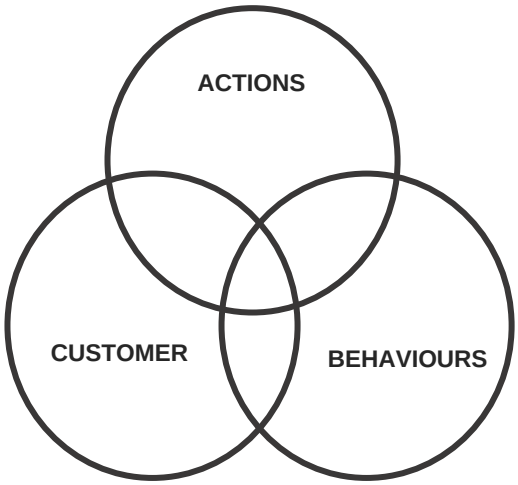
JOB DESCRIPTION

POST:	**ACTIVE TRAVEL ENGAGMENT OFFICER** To be operationally responsible for delivering the Active Travel behaviour change initiative, Walking, Learn to Ride and Learn to Maintain programmes. You will be instrumental in inspiring people to make more active travel choices, supporting them with their confidence and competence.
RESPONSIBLE TO:	Active Travel Project Manager
SALARY:	Grade 5 – SCP 21 – 25
KEY RELATIONSHIPS:	Businesses within Newport and surrounding areas, Newport City Council, Transport for Wales, Newport Live departments, partners, stakeholders, participants and local residents.
BASE LOCATION:	Geraint Thomas National Velodrome of Wales and all other Newport Live venues.
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 subject to a Disclosure and barring check.

OPERATIONAL RESPONSIBILITIES:

1	To lead the delivery of quality, Learn to Ride and Learn to Maintain 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 quality 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 means of transport for commuting or social and recreational purposes. Help direct participants to appropriate further 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 bike maintenance 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 facing service.
6	To be responsible for the safe movement and preparation of equipment, resources and facilities prior to use and take the appropriate action to remedy the issues or report any defects / hazards immediately to the operational management team or equipment supplier.
7	To manage the availability of the Learn to Ride bicycle fleet and provide routine maintenance and safety checks, outlining 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 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 and underrepresented groups.
12	To support and encourage workplaces and residents to be cycle friendly, increasing the number of cycle commuters across the city, providing onsite 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 be an ambassador for active travel, walking and cycling, promoting the positive impact it can have on physical, environmental and mental well-being of participants.

15	To undertake training, as/when required, as part of the Active Travel Initiative to ensure continual programme development.
17	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.
18	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.
19	To have a full UK driving license including the ability to drive a van 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 ENGAGMENT OFFICER – PERSON SPECIFICATION

Area	Essential	Desirable
Qualifications	1.1 British Cycling Level 1 Award in Coaching Cycling (ability to achieve within 2 months) (A,C) 1.2 1st4Sport Level 2 Award in Instructing Cycle Training (ability to achieve within 2 months) (A,C) 1.3 Possess Level 2 Certificate in Cycle Maintenance or equivalent (ability to achieve within 2 months) (A,C) 1.4 Evidence of ongoing personal and professional development activities during career to date (A,C).	1.5 Emergency First Aid Certificate (A,C) 1.6 Walk Leaders Training (A,C)
Knowledge, Skills & Competencies	2.1 Ability to communicate effectively with customers when introducing new riders to the cycling environment. (A,I) 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) 2.3 The capability to promote a new concept or opportunity to individuals and groups of people (A,I) 2.4 Ability to establish and maintain excellent internal and external relationships (I) 2.5 Ability to demonstrate an excellent understanding and application of Health and Safety management within the cycling/ physical activity environment. (A,I)	2.6 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) 2.7 Ability to communicate in Welsh (A,I) 2.8 Competent in using digital platforms, including data recording and booking systems (A,I)
Experience	3.1 Delivery of behaviour change initiatives to groups of people (A,I) 3.2 Experience of working with community-based organsiations, social enterprises, the voluntary sector or statutory public services (A,I) 3.3 Experience of working with or maintaining bicycles and or e-bikes (A,I)	3.5 Experience of event planning, organisaing and delivery (A,I) 3.6 Experience of recruting, training and developing volunteers (A,I) 3.7 Experience of working with digitial solutions and or business/ intelligence systems (A,I)

	3.4 Expereince of cycling for social, recrational or communting purposes (A,I)	
Personal Attributes	4.1 A driven individual, capable of leading and coaching to develop and inspire (A,I) 4.2 Excellent verbal, written and interpersonal skills (A,I) 4.3 Ability to work under pressure (A,I) 4.4 The ability to work flexibility including early mornings, evenings and weekends on a regular basis (A,I) 4.5 Excellent planning and organisational skills (A,I) 4.6 Ability to communicate with people in a way that puts them at ease, applies empathy, understanding and support (A,I)	4.7 Good understanding of the benefits of cycling for everyday journeys, leisure and adventure (I) 4.8 Proponent of Active Travel (A,I) 4.9 Able to ride a bike (A,I)
Other	5.1 Full UK Driving Licence (A) 5.2 Flexible in terms of travel and working hours including weekends (A)	5.3 Category BE on your driving licence and ability to attend towing course (A)

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

A: Application form (including shortlisting)
C: Certificate
E: Exercise
I: Interview
P: Presentation
T: Test
AC: Assessment Centre