

Bike Repair Program Officer

Position Description

POSITION DESCRIPTION:

Position title:	Bike Repair Program Officer
Status:	2 hours per week - 2 year fixed-term contract
Location:	Okines Community House
Classification level:	Level 3.1 (\$24.98/hr part-time or 31.23/hr casual)
Award	<i>Vehicle Repair, Service and Retails</i>
Reporting to:	Manager
Date Approved:	28/5/2025

POSITION SUMMARY

Create a welcoming, supportive and functional space for the community utilising Okines Bike Repair Shed. We are looking for someone who is personable, has good organisational skills and is passionate about bicycles and community. The Bike Repair Program Officer is responsible for maintaining a safe working environment, creating a supportive team culture and enabling educational activities to improve road safety and knowledge of bike maintenance in the Southern Beaches community. The Bike Repair Program Officer will also be responsible for day-to-day operations of the bike repair shed, including answering queries from the public; coordinating volunteers; managing stock and workflow; and maintaining a safe work site and practices. The role requires collaboration with the Manager and broader Okines team of staff and volunteers.

Who we are

Okines Community House works to strengthen and support the Southern Beaches community to be welcoming, supportive, resilient and sustainable - for community, by community. Through community-led practice, we provide:

- A safe, warm, friendly community house that encompasses a vibrant community garden, flourishing food co-op, and thriving bike repair shed.
- We are a focal point for all people in the Southern Beaches community. To work together on the things they want to do, need and believe in. A place that promotes and celebrates community strengths and achievements.
- A program of recreational and supportive activities, programs, events, information, referral and partnerships. To bring needed services into our community that will build, support and strengthen the people and families in our community.
- A responsible accountable organisation, that manages and governs Okines Community House well.

The Okines Community House is an independent incorporated association, funded by the Department of Premier and Cabinet and operates within the framework of the Neighbourhood House Programme.

LEVEL OF RESPONSIBILITY

This position is directly responsible to the Manager for all aspects of service delivery and activities under their control. The employee is required to set priorities and monitor work flow in areas of responsibility, provide support to volunteers, and maintain a high quality in the services provided.

An employee at this level implements and administers activities, procedures and policies. The employee has the authority to exercise a degree of autonomy within the key responsibilities and duties and will be required to exercise

initiative and judgment where practices and direction are not clearly defined. Any issues falling outside these areas are to be referred to the Manager.

SUPERVISION

The employee works under general direction from the Manager, has involvement in establishing organisational procedures, priorities and practices. The employee is required to supervise and support volunteers and plan and organise their own work.

KEY TASKS AND DUTIES

- Provide a welcoming, friendly and supportive environment for community members and volunteers entering and utilising the Bike Repair Shed
- Deliver a high standard of customer service and manage relationships with community members, colleagues and other stakeholders in a professional manner
- Enable educational programs for children and adults that provide technical support and share skills in bike maintenance and road safety
- Create a supportive team culture which recognises the established skills and contribution of volunteer team members and supports their ongoing development
- Promote the offerings and impact of the bike repair shed via social media and stakeholder communications
- Respond to queries from the community and provide accurate, timely and compassionate responses
- Work ethically and with appropriate level of confidentiality
- Attend team meetings (if required) and work collaboratively with other areas of the Okines team

QUALIFICATIONS

- demonstrated experience/ specialised skills sufficient to undertake the range of activities required.

OTHER REQUIREMENTS

- required to provide a satisfactory National Police Check and Working with Vulnerable People Check.

SELECTION CRITERIA

- Good interpersonal skills with the ability to connect with a wide range of people and communicate in a manner which is clear and allows people to feel safe
- Strong organisational and admin skills with the ability to prioritise tasks, manage competing demands, and attention to detail
- Experience and knowledge of workplace health and safety with the ability to monitor risks and take action to ensure a safe environment for staff, volunteers and the public.
- A strong commitment to sustainability, social justice, diversity, equity and inclusion
- Demonstrated capacity to support, train and supervise volunteers (desired)

WORKING ENVIRONMENT

Code of Conduct

All employees must abide by the Organisational Code of Conduct.

Work Health and Safety:

As an employee, you must be aware of and comply with requirements of the relevant Work Health and Safety legislation and associated regulations. This includes taking responsibility for your own health and safety and that of others in the workplace and complying with the Organisation's Occupational Health and Safety policies and procedures.

Term of Employment:

This role is subject to availability of ongoing funding.