



POSITIVE STEPS

SUPPORT | CHALLENGE | CHANGE

ROLE PROFILE: Apprentice - Positive Cycles

Service: Business Growth & Marketing
Pay Level: Apprentice
Reporting to: Operational Manager – Business Growth & Marketing
DBS: Enhanced

Positive Steps is a charitable trust that delivers a range of targeted and integrated services for young people, adults and families that recognises the diversity of the people with whom we work. We are a unique organisation delivering a combination of statutory, voluntary and traded services – funded through local authority and charitable trust grants, charitable donations, contracts based on payment by results, and income generated through our sister company Positive Steps Trading – where all profits fund our charitable activity.

Positive Steps employs around 150 members of staff and our excellent employee engagement means that we have consistently become an employer of choice within Greater Manchester. We value each employee's unique strengths and believe our success relies on more than just job roles. We have a great benefits' package and a real focus on flexible working and health and wellbeing. Our outcomes are driven by our organisational values which underpin everything we do. Our employees are expected to display them within their roles within Positive Steps.

OUR VISION & VALUES

OUR VISION - People and communities inspired to take control of their lives

OUR VALUES

- **SUPPORTING POSITIVE STEPS** - We take responsibility for actively supporting Positive Steps and its values
- **WORKING THROUGH CHANGE** - We innovate and develop ways of working that make a difference to the people with who we work
- **ACHIEVING RESULTS** - We are collectively and individually accountable for our targets and work together to achieve them
- **WORKING TOGETHER** - We consult and involve colleagues, clients and partners in all that we do
- **THINKING THINGS THROUGH** - We reflect upon learning, using our knowledge and experience to create and develop new ways of working

We are a values-based organisation, so reflecting our values in your evidence will support your application

The following sections are there to give you an understanding of what skills, knowledge and experience we would like you to bring with you and how you might succeed in your role.

ROLE REQUIREMENTS

YOU HAVE: (Assessed at application and interview):

- Good GCSE or equivalent achievements demonstrating passes in Maths and English
- Willingness to train as an apprentice and gain an NVQ 2 in Youth and Community and a City and Guilds and Level 2 qualification in Bicycle maintenance

YOU HAVE EXPERIENCE OF: (Assessed at application and interview):

- Engaging with young people and/or adults
- Using information technology for a range of different purposes
- Following either technical or practical instructions

YOU HAVE THE SKILLS AND ABILITIES TO: (Assessed at application and interview)

- Communicate effectively both verbally and in writing
- Maintain records with a high degree of accuracy
- Learn with a commitment to continuous professional development

(Assessed at interview)

- Display a positive attitude and a 'can do' approach with a good work ethic
- Be an effective team player with a focus on both outcomes and morale
- Be flexible and adapt to new challenges
- Display honesty, integrity, reliability and good timekeeping
- Communicate effectively with young people and adults from diverse backgrounds and build positive relationships
- Work towards creating a safe, open and trusting environment
- Be aware of Safeguarding issues and the boundaries of professional relationships

YOU ARE:

- Prepared to work flexibly to meet the needs of the customers and the organisation
- Able to work from different Positive Steps sites as required

MAIN PRIORITIES

- To support the development of the Positive Cycles function by providing bicycle maintenance and excellent customer service whilst also engaging with customers to encourage more healthy lifestyles.

KEY DUTIES

- To support individuals with bicycle maintenance and bicycle sales, giving members of the public advice and explaining the benefits of bicycle riding
- To support the development of bicycle sales, hire and maintenance
- To assist in developing the bicycle shop/hub by working effectively with colleagues, community groups and partner organisations
- To inspire young people and adults to make healthy life choices
- To provide support to individuals with a range of needs by liaising with colleagues and partners
- To undertake in-house and external training in bicycle maintenance
- To assist in stock control of bicycle and parts
- To demonstrate responsibility and leadership for promoting and championing all aspects of equal opportunities by valuing diversity in all areas of work
- To take responsibility for ensuring and achieving the objectives of the Positive Steps Health and Safety Policy
- To take responsibility for ensuring and achieving the objectives of the Positive Steps Safeguarding Policy and Procedure
- To undertake any other duties in order to meet personal, team and organisational objectives following consultation with your manager

ADDITIONAL REQUIREMENTS

HEALTH AND SAFETY

To operate safely within the workplace with regard to Positive Steps' health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and the Health and Safety of others.

EQUALITIES & DIVERSITY

To work within Positive Steps' Equality and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

CUSTOMER CARE

To continually review, develop and improve systems, processes and services in support Positive Steps' pursuit of excellence in service delivery. To recognise the value of its people as a resource.

TRAINING AND DEVELOPMENT

To identify training and development needs with your manager, taking an active part in your Personal Development through supervision and the Aspire Process. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and development within others.

POLICY

To work at all times within the established policies and practices of Positive Steps.

INFORMATION GOVERNANCE

Confidentiality is of prime importance. In the normal course of duties, the post holder will have access to personal and or sensitive information relating to service users, staff and contractors, as well as information of a commercially sensitive nature. Such information should not be communicated to anyone outside or inside Positive Steps unless done in the normal course of carrying out the duties of the post. Disciplinary action will be considered where a breach of confidence and or data breach has been established.

All information obtained or held during the post-holder's period of employment that relates to the business of Positive Steps and its service users and employees will remain the property of Positive Steps. Information may be subject to disclosure under relevant legislation.

To ensure information is shared safely and complies with information governance standards and associated legislation.

Date prepared/revised: February 2021

Prepared/revised by: Cliff Shields