

Role Profile - National Standard Cycling Instructor

Role: Freelance National Standard Cycling Instructor

Provision of service: Self-employed / Freelance

Role statement of purpose: The Cycling Instructor will be required to deliver courses to people who live and work in Greater Manchester who have signed up for one of the available TfGM Group or On Demand Training Sessions. This will involve delivering practical training to the national standards for cycle training, in line with Bikeability and Bikeability Plus outcomes.

Accountable to: Active Travel Manager, Senior Active Travel Officer, Active Travel Officer

	Key Role Outputs (KROs) <i>these set out what must be achieved for the post holder to be successful in the role</i>	Key Actions <i>These set out how the KROs will be achieved – the activities required.</i>
1.	To ensure that personal availability is maintained on a central database so that administration staff can effectively assign work.	- On a regular basis the database must be reviewed and updated as necessary to ensure that courses can be allocated in advance. - Any change to Instructor availability or client booking cancellations must be recorded on the system as per procedure.
2.	To review client and course requirements in order to ensure that sessions are delivered at the appropriate level, with reasonable adjustments made where required to maintain inclusivity.	- For On Demand Clients: Pre-session contact and arrangement, text / voice messages, and emails must be undertaken to agree date and time, meeting location and to note client special requirements, identify changes and potential problems. For Group Training: Pre-course reviews of course registration notes, text / voice messages, and emails must be undertaken to note client special requirements, identify changes and potential problems. Liaison may be necessary with the Cycle Training Team and venue staff to resolve issues as necessary. Client progression advice details must be checked with co- Instructors (where applicable) and any discrepancies resolved. - Where group courses are presented by two Instructors, they must co-ordinate session structure and activities together -up and meeting clients appropriate to each venue and the requirements of the course timetables.

3.	To professionally deliver any group or on demand session for which allocated and agreed.	• Instructor must work to the guidance and expectations set out in the TfGM Instructor Handbook. • Facilitate training through the selection of appropriate learning techniques and practices, generating feedback from the clients while positively reinforcing learning and encouraging self-reflection. • Each course has a clear structure and has several learning outcomes incorporated into it. Managing the delivery of this content is an essential part of the Instructor's role. As far as reasonably possible Instructors will coordinate each session to facilitate participation by all clients. CONDUCT • There are strict rules regarding timekeeping. Course times must be adhered to and must start and finish in accordance with course timetables. • There are strict rules regarding instructor to client ratios. These must be adhered to at all times. • There are strict rules around working with 12-16 year olds, they must be accompanied by a responsible adult at all times. COMMUNICATION SKILLS • Demonstrate an ability to moderate / modify language to reflect the general level of the clients' ability to understand the concepts being discussed. Treat clients as individuals and avoid overly elaborate explanations. Avoid potentially offensive phrases or inappropriate personal references to clients. TEAM PLAYER • Each Instructor is expected to support and promote the effectiveness of colleagues and develop strong working relationships with the Cycle Training Team and the support staff at venues. FLEXIBILITY • At reasonable notice Instructors should be available to undertake work (for which they have been trained), at any venue.
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4.	Administration	• It is imperative that Instructors note the attendance and completion of clients on the course and check against the course documentation. Verification of client course progression must be done with co-Instructors (where applicable). • Instructors must accurately input client attendance data and supporting notes to the central client database and inform the Cycle Training Team of any relevant issues. • It is the responsibility of Instructors to despatch any course paperwork to the administration office in timely fashion after course completion. – Accept or reject allocated work in a timely manner as per the Instructor Handbook guidance. – Deal with in-course administration in a timely manner. E.g. writing incident reports, updating attendance registers on the booking database. – Assist clients with particular needs to fully participate in the course. E.g. liaising with disabled clients and their carers; and working with interpreters. – Written messages to clients and notes recorded on the booking database must be clear, logically structured, and accurately written in a comprehensive manner to an acceptable level of literacy.
5.	Processes and Procedures	• To take part in learning and development activities as identified by the Cycle Training Team. To take responsibility for personal continuing professional development and take full advantage of training provided or opportunities available elsewhere. • Attend meetings as required. • Demonstrate a positive attitude towards Transport for Greater Manchester by actively supporting new initiatives intended to continuously improve the course delivery. • Report accidents and incidents, and safeguarding concerns via the appropriate mechanisms.
6.	Equal opportunities	• To carry out duties in accordance with TfGM's Equal Opportunities policy, Information Security Standards, compliance with the Data Protection Act, Freedom of Information Act and any other relevant legislation that directly affects electronic service delivery. • Value the diversity of clients and be able to demonstrate this in the workplace. • Support the team in promoting equal opportunities in the workplace and delivering services which are accessible and appropriate to the diverse needs of service users.

Compulsory Outputs (COs) <i>these set out what must be achieved for the post holder to be successful in the role</i>		Key Actions <i>These set out how the COs will be achieved – the activities required.</i>
C1	Ensure you comply with all applicable organisational legislation and policy:	• Confidentiality is of paramount importance. Information relating to clients must not be revealed to any third party. • Instructors must agree to inform TfGM of any pending or actual criminal convictions. • Instructors will undergo a Disclosure and Barring Service (DBS) checks. • There must be adherence to TfGM policies and procedures. Notably there has to be compliance with the procedures contained within the Instructors' Contract and Operational Handbook. • Equality and Diversity legislation.

Person Specification – National Standard Cycling Instructor

	National Standard Cycling Instructor <i>(Knowledge, skills and experience required at selection stage)</i>
E	Essential Experience:
E1	Possess an extensive knowledge of Cycle Training Concepts and their application.
E2	Possession of a wide-ranging knowledge of Active Travel is essential.
E3	Ability to communicate clearly, accurately and in plain language, both verbally and in writing.
E4	Demonstrable experience of delivering or supporting delivery of Cycle Training in both one-to-one and group settings.
E5	The ability to explore different cycling scenarios with cyclists of all levels.
E6	Skills to challenge attitudes constructively.
E7	Skills to encourage individuals and groups to participate fully in courses.
E8	A proven ability to apply IT skills, including data entry.
D	Desirable experience:
D1	Experience of a working environment where verbal, written or on-line procedures had to be followed methodically.
D2	Experience of utilising coaching skills.
D3	Experience of handling confidential and sensitive information in line with the Data Protection Act.
D4	Understand the theories underlying behavioural change techniques and how these are expressed through course delivery.
EQ	Essential Qualifications – Technical, Vocational, or educational:
EQ1	National Standard Cycling Instructor Qualification held or being worked towards.
EQ2	Hold valid Cycle Instructor Insurance as determined by TfGM Cycle Training Team.
EQ3	Hold valid Emergency First Aid at Work or Outdoor First Aid Qualification from a recognised awarding body.
EQ4	Hold a current Disclosure and Barring Service certificate, including both child and adult barring lists.
DQ	Desirable Qualifications – Technical, Vocational, or educational:
DQ1	Hold other relevant professional qualifications or clearly able to demonstrate a history of relevant equivalent experience. E.g. Cargo Bike Training, Inclusive Cycle Training, BSL.
EA	Essential Attributes:
EA1	Excellent interpersonal skills with an ability to relate to a broad spectrum of the public, both face-to-face and via online meeting platforms.
EA2	Team player with a positive attitude and the ability to share relevant and useful information with others in the team including staff at Cycle Training venues.
EA3	To demonstrate respect and courtesy with the ability to motivate positive change.

EA4	Have the flexibility to adapt to changing work methods and new organisational challenges; and to maintain an up-to-date knowledge of Cycle Training and wider Active Travel developments. The ability to reflect realistically and constructively on own strengths, weaknesses, and performance and to act on feedback from mentors.
EA5	Prepared to deliver courses at any of TFGM's appointed physical venues and at locations arranged with On Demand clients.
EA6	Prepared to work planned morning, afternoon or evening shifts Monday to Sunday to meet both the Cycle Training Group Session timetable and On Demand client requirements.
ETS	Essential Technical Specification:
ETS1	Has suitable device(s) that will allow - connection to the internet whilst out and about, and to access the Cycle Training booking System for checking attendance, client contact and emergency contact details, and completing registers. - the making and receiving of calls and sms messages - for joining and contributing to video call Team Meetings using Microsoft Teams

Key Interdependencies

Key Contacts	Active Travel Manager Senior Active Travel Officers Active Travel Officers Active Travel Support Officer Wider TfGM Teams Staff at course venues The public				
Direct reports:	None				
Budgetary responsibility	None				
Location	Cycle Training course venues within Greater Manchester Client Locations agreed for On Demand sessions				
Office Use Only					
Created 13/12/2023					
By: Andrew Adkin					