



Hub Manager (M&M) Glasgow, UK

Salary (from) £27,500 - £30,000 (plus bonus and benefits)

- Do you want to join an exciting industry bringing a positive social and environmental impact?
- Do you want to join our rapidly expanding UK team and be part of our growth from an early stage?
- Have you got transferable skills from the bicycle retail/workshop industry or other fleet, logistics and/or engineering experience?
- Do you want to work with and manage a team, gain additional accreditations and training with opportunities to further your career?

Then we have just the job for you!

About Velogik

Velogik UK, is part of the Velogik Group. Our mission is simple, to keep bicycles (and other forms of micromobility) moving. We place positive social and environmental impact at the forefront of what we do; that's why we're a Certified B Corporation as well as France's largest micro mobility fleet management and maintenance company.

We're responsible for keeping over 60,000 assets moving, including, the Velib Bike Share Scheme in Paris and Scotland's largest bike share scheme in Glasgow. We are growing rapidly in France and the UK with a vision to be the largest micro mobility fleet management and maintenance company in Europe.

We are looking for a full time Management & Maintenance (M&M) Hub Manager for our Glasgow hub from where we operate several high profile contracts including the Glasgow Cycle Hire scheme.

What you'll get up to as a Hub Manager

The Hub Manager is accountable for the day to day running of our on-street and hub-based technicians and logistics members operating from the Hub. Responsible for ensuring we operate to the required levels of productivity to help ensure all bicycle fleets we operate are safe and reliable form of transport for the users and the meeting of contract KPIs.

It is the responsibility of the M&M Hub Manager to support the team so they understand the needs of the business and work together to achieve targets by providing effective technical support and supervision, reporting and daily communication.

You will work closely with our client and other stakeholders in Glasgow and across the UK so you will be expected to demonstrate professional client facing skills.

KEY ACCOUNTABILITIES

- Manage and support the Velogik Hub team by delivering excellent levels of organisation, on street (mobile)/logistics and hub workshop capacity management to support and ensure all jobs are completed to the required standard.
- Maintain and aim to exceed contract KPIs to drive increased daily usage of our customers' bicycle fleets.
- Maintain an effective resource capacity and deployment plan in terms of rotas and holiday.
- Ensure colleagues are aware of and made accountable of their roles and responsibilities.
- Manage (and where appropriate deliver) training and development requirements of Hub colleagues.
- Ensure the Hub and Hub colleagues follow all company (and client) Standard Operating Procedures (SOPs) as well as keeping the SOPs up to date and developing them as necessary, working in conjunction with our Quality Manager.
- Ensure the Hub is a safe place to work and that all Health & Safety processes and procedures are in place and observed.
- Maintain an accurate asset register (including vehicle maintenance) and stock-file and managing the ordering and processing of assets and inventory items.
- Ensure all Hub assets, equipment and vehicles, tooling and equipment is maintained to a high standard and calibrated as required.
- Retention and stability of our colleagues, ensuring 4, 8 & 12 week reviews are completed with the colleagues in their first 12 weeks.
- Responsible for key-holding duties.
- Use best endeavours to ensure that everything in your role is done to deliver positive social and environmental impact whilst still demonstrating financial balance and prudence.

KEY SKILLS & EXPERIENCE

- Strong evidence of resource forecasting and planning, labour force scheduling, and associated time management skills.
- Evidence of delivering against customer metrics and Key Performance Indicators (KPIs).
- Experience in a junior management or supervisory role, managing capability and performance.
- A level of technical ability for example basic bicycle maintenance (or similar).
- Knowledge and/or experience of operations and/or logistics processes.
- Evidence of commercial acumen.
- Experience of developing colleagues through delivering technical training.
- Knowledge and/or experience of compliance with health and safety standards.
- Excellent verbal and written communication skills.
- Willingness to work with IT packages and aptitude to learn in-house systems.



FURTHER JOB DETAILS

- Immediate start
- 40 hours per week full-time position (with full contract of employment) (Mon-Fri)
- Competitive salary
- Monthly performance bonus

BENEFITS

We know that everyone has different priorities at different stages of their lives, so we offer a range of rewards and benefits. As well as holiday and contributory pension, you can expect to enjoy:

- Fantastic trade prices on bicycles and equipment
- Cycle2Work scheme
- Opportunity for travel to and work across the UK and France
- Full uniform
- Employee assistance programme offering free, independent, confidential support and counselling.

The Velogik family is committed to a recruitment process that actively encourages people from all communities to apply for posts. All we ask is that you have the skills required and the right to live and work in the UK.

If you are interested in this role, please email your CV and cover letter to: recruitment@velogik.com