

havebike...

WILL RIDE 

Senior Bicycle Technician – LONDON

Salary £30,000 plus £1,000 joining bonus.

- Do you just want to get on and work on bikes and not be constantly bothered by the phone or customers?
- Are you or do you aspire to be a Cytech 3 & Shimano Service Centre Accredited mechanic, receiving the most up to date training?
- Are you currently working in the trade and looking for a move where you'll get to work on all bicycle types, from Bromptons to Boardmans, Pendletons to Pinaarellos?
- Do you want to work with a great team with great opportunities to further your career?

Then we have just the job for you!

Havebike (now part of the Tredz and Halfords family) is currently looking for full time workshop-based senior bicycle technicians / mechanics who are willing and able to uphold our reputation for excellence, professionalism and fairness in the workplace – whilst delivering outstanding service, first time, every time.

What you'll get up to as a Senior Bicycle Technician / Mechanic

A Senior Technician works as an important member of our Cycle Hub team, living the Havebike/Halfords Values and helping deliver excellent levels of service to earn customers' trust in Havebike/Halfords. The Senior Technician will ensure the work carried out on our customers' bicycles by themselves and other Technicians is to a high standard. Customer safety is paramount and therefore the work completed must be to a professional standard and must follow Havebike/Halfords procedures.

The Senior Technician is also a role model to the Cycle Technicians in terms of demonstrating the Havebike/Halfords Values and helping the training of new and junior colleagues to the correct standards. You will work alongside the Cycle Hub Manager to ensure all targets and processes are followed and met.

KEY ACCOUNTABILITIES

- You will support the team by delivering excellent levels of organisation to support Technicians and ensure all jobs are completed to the required standard
- Supports the Cycle Hub Manager & Cycle Team Leader in the engagement of the team and lives the Havebike/Halfords Values
- Assists the Cycle Hub Manager & Cycle Team Leader with capacity planning
- Delivers on the job training and development to our Cycle Workshop colleagues
- Completing triages, services and quality control checks whilst ensuring their team also completes all of their jobs on time
- Ensure full uniform is worn to represent the brand and comply with H&S at all times
- Ensure tools and work space are organised and tidy to demonstrate a professional service
- Work in accordance with Health & Safety requirements in the Hub and on the road
- Complete all administration to company requirements

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- Carry out each job within the agreed time as set out on the Company App to maintain & own labour productivity
- Know and understand your personal targets
- Support the Hub team with great communication
- Ensure you always deliver professional standards and follow Halfords processes and procedures

What we look for in a Bicycle Technician / Mechanic

- Ideally qualified to Cytech Level 2 or above with 3+ years of bicycle workshop experience
- Attention to detail, confident and capable in their technical ability
- Evidence in delivering an exceptional customer experience
- Evidence of managing capability and performance
- Committed to achieving targets and contributing to the Hub & company profit
- Track record of meeting compliance standards across health and safety and a Hub environment
- Excellent verbal and written communication skills
- Willingness to use IT systems/technology

FURTHER JOB DETAILS

- Immediate start
- 44 hours per week full-time position (with full contract of employment)
- Competitive salary of £30,000
- Joining bonus of £1000 (paid on successful completion of probationary period)
- Monthly performance bonus

BENEFITS

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

- 25% off most of our products in Halfords Retail stores and online
- Amazing discounts of up to 60% on your garage bills at Halfords Autocentre
- Discount on Halfords Breakdown Cover, with bike cover as standard for all annual policies
- At least 25% colleague discount at Tredz
- Life assurance
- Uniform
- Discounts on everything from groceries and shopping through to holidays, insurance, days out, restaurants and more
- Employee assistance programme offering free, independent, confidential support and counselling 24 hours a day, seven days a week
- Fantastic Trade Price Bike Scheme - buy one bike per year from a range of bikes which have been significantly reduced
- Option to join our Sharesave scheme: save to purchase shares at a 20% discount
- Cycle2Work scheme
- Wagestream – a financial planning app that gives you more control over your pay. Access up to 30% of your pay as you earn it and save automatically from your salary to build a rainy-day fund for the future

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- Health Cash Plan - claim cash back towards your healthcare costs and get access to health and well-being services

The Halfords 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: careers@havebike.co.uk