

Coordinator Role at BBP

Workshop Coordinators are essential to the running of the Project. Volunteers (along with donated bikes) are the key resource of the Project and, for most, coordinators are the face of the project and play an important role in shaping their voluntary work experience. So, if you have been volunteering for a while, would like to develop your involvement and commitment to the project further and are keen to share your wider skills to help the project thrive, then please consider volunteering as a workshop coordinator.

Coordinators are there to supervise the workshop, to oversee the work being done and to ensure the welfare of the volunteers. Coordinators don't need to be expert mechanics. Patience, a sense of humour and the ability to work with people are more important. Coordinators are not there to fix bikes themselves. Wherever practical, they should help volunteers and project-users to fix bikes under supervision, and to ensure that everyone has a rewarding and productive session – and hopefully to have fun in the process!

Coordinators are invited to attend regular “Ops” meetings to discuss issues within the workshop. This is your opportunity to give feedback and to make improvements to the running of the programme that you are involved with and the project as a whole.

The role involves:

- **Inductions for new volunteers.** Welcoming new volunteers, reading through the main parts of the induction document and showing them around the workshop and the outside areas. Explaining what the Project is, showing people to the lockers, offering tea and sorting out name badges. This is very important. **If a new volunteer has a bad first day, they probably won't come back.** We also have a legal responsibility to provide a health and safety briefing – see the document detailing what should include.
- **Allocating jobs for volunteers.** It's important to buddy up new or less experienced volunteers, with more the experienced. Being left alone to struggle with a complicated repair can be a frustrating and off-putting experience. Stripping bikes and shadowing repairs can be a good place to start for new volunteers with little mechanical experience. Try to balance what we need to get done (e.g. prepping EABs) and what the volunteer wants to do – ask them what they feel like doing!
- **Overseeing mechanical work.** This includes ensuring tools are used correctly (to prevent injury and damage), signing off finished EABs preps (with the mechanic present so they can learn from your feedback) and making sure bike stripping work is done properly (see bike stripping guide in workshop).
- **Keeping the workshop safe and tidy.** This includes clearing up tools, trip hazards and making sure the workshop isn't overcrowded.
- **Checking on people's wellbeing:** are they happy/busy/engaged, do they need extra attention?
- **We have a zero tolerance policy towards abuse** of our volunteers. We also do not work with people who are obviously under the influence of drugs or alcohol.

Coordinator Skills:

- Communication – you need to be able to communicate clearly and effectively with people from a wide variety of backgrounds. For example, some may not speak English as a first language, while others may have special needs.

- Multitasking – some sessions can be extremely busy and it's important to be able to keep on top of everything that's going on so that the session is successful for all participants.
- Bike maintenance – you need to be able to supervise others' work, and to thoroughly check and sign off prepared EABs.
- Resource management – how to get the best from the people and other resources (i.e bikes and materials) in the workshop.
- Flexibility - responding effectively to change during the session, for example, volunteers or project-users may arrive late and need to be catered for, or others may turn up for some help unrelated to the current session – can their needs be accommodated?
- Empathy
- Dealing with challenging or abusive behaviour - in line with our '**safe space**' policy. Swearing is not permitted. Use of racist, sexist or homophobic language must be challenged. Repeat offenders will be asked to leave the workshop.

While coordinators aren't expected to be experts in all these areas, they are all important skills to bring to the role and are all highly transferable. The application and interview process has been introduced to formalise the coordinator role due to its importance and the responsibility it involves, and there is a 6 week 'probationary period' to make sure people are a good match.

Practical stuff:

- There must be two coordinators for each session.
- Commitment – while you aren't expected to coordinate a given session every week, the ideal situation is to have a pool of regular coordinators who can cover the session each week between them, and to liaise amongst themselves to make this happen.
- Wear the 'Coordinator' badge and a name tag.
- Do a tool check before and after the session, marking empty slots with masking tape and the date in order to keep track of tools going missing.
- It's not your job to tidy up the workshop, but it is your responsibility to make sure that all volunteers help tidy. Sweep floor, clean white surface, put tools and parts away, empty bins, make sure stand trays and worktops are cleared and get the washing up done.