



Job Profile: Apprentice Bicycle Mechanic

Apprenticeship: Level 2 Bicycle Mechanic Apprenticeship

<https://www.instituteforapprenticeships.org/apprenticeship-standards/bicycle-mechanic-v1-0>

Company Overview

Mandarin Cycles Ltd are a small yet well established business with premises in both Lowestoft and Norwich. We have a loyal and growing customer base who demand a high level of service to support with their bicycle purchase and on-going maintenance.

We are a friendly close knit- team and our workplace is unique, busy and also fun place to work.

Cycling is on the increase as a means of transport and as a leisure activity, with an increasing range of bicycles on offer combined with some with complex technology, making it an exciting and varied industry to work in.

This opportunity would suit candidates who has a keen interest in the fast-growing cycle industry, with an inquisitive mind and problem solving approach to building, repair and servicing all types of bicycles.

Job Role

The Apprenticeship opportunity will be varied and giving support in all areas of the business as required.

In addition to the mechanical side of the role, the successful candidate will be interacting and supporting new and existing customers both on the telephone and face to face, with their bicycle and accessories purchases, providing a high level of customer service at all times.

Placing and receiving orders with external supply chain to support the repair side of the business. We work to tight customer deadlines and attention to detail is crucial.

Duties include:

- Quoting customers for service and repair work to cycles
- Carrying out cycle servicing, replacing parts, repairing parts
- Building bikes for store displays
- PDI'ing bikes for customers and fitting accessories
- Replacing electric bike parts (battery's, motors, displays etc)
- Updating BOSCH E-Bike software and diagnostic checks
- Taking delivery of new bikes and accessories
- Keeping the workshop and shop floor tidy and organised

The work can be physically demanding and involves using various tools and chemicals, eg, cleaning products and greasing agents. Working in a manner that ensures the health and safety of self and others is essential.

The apprentice will be able to demonstrate their willingness to learn all aspects of the Mandarin business and progression to become a valued team member. The ability to work well in a team but with the discipline to remain self-motivated when working unsupervised is essential.

The hours for this role are based on Monday-Sunday, 30 hours per week. Additional working hours maybe offered during peak periods.

Reward

- Salary will be £4.30 per houyrs to start which is compliant with apprentice National Minimum wage
- 28 days holiday (inc BH's)
- Company uniform is provided
- All tools provided by Mandarin Cycles

Entry Requirements

GCSE grades A*-D (9-3) in Maths and English are desirable. If this requirement is not met, all apprentices must undertake additional tuition/training and achieve a Level 1 in Functional Skills English and/or Maths in order to achieve their apprenticeship.