



# cta

community transport  
association

# **Recruitment Pack**

## **Research & Policy Officer**

January 2025

# Welcome



Thank you for your interest in joining the team at the Community Transport Association (CTA).

Community Transport supports people to live independently, participate in their communities and access local services and amenities. Community Transport operators have a great story to tell and it's CTA's job to help them tell it and support them to develop excellent services that can transform lives and communities.

We have around 1300 members and many other stakeholders that all help to provide accessible and inclusive transport solutions in their communities.

As CTA's Research and Policy Officer, you will be working with me and the Head of Research, as well as the wider CTA leadership team, to deliver an exciting research project which will investigate how Community Transport can play a greater role in fulfilling the transport needs of children, young people and their families.

The role will be varied and involve travel throughout the UK.

You will have the opportunity to contribute to an important project that will provide both insight and practical advice. Working with Community Transport operators and passengers, Disability Charities, Local Government and other stakeholders, you will analyse current policy, explore barriers to travel for disabled children and young people and map current levels of transport provision.

This insight will be used to co-produce guidance to help Community Transport operators and stakeholders provide services that reduce barriers to travel for disabled children and young people.

At CTA, you will be part of a team that prides itself on being supportive and productive and you will enjoy the flexibility our organisation offers and a generous benefits package. If this sounds like you, then we would encourage you to apply and let's start the conversation.



**Nick Mills**  
Research and Insight Manager

# What is Community Transport?



Community transport supports people to live independently, participate in their communities and access local services and amenities. Run by charities, community groups and other not-for-profit entities it offers a reliable and resilient way of ensuring the broadest range of transport needs can be met. The sector relies heavily on volunteer and user involvement in the creation and delivery of services.

Services are person-centered and targeted towards those most likely to be underserved by mainstream transport, especially people who are less mobile and live in sparsely populated areas. This is made possible by services being accessible and flexible.

Demand-responsive journeys enable people to access everyday services, such as the shops or a hospital, whilst scheduled community buses connect and integrate communities with the wider transport network. It's about more than minibuses; our members use a range of vehicle types to get people where they want and need to be - whether that's school, college, work, social activities or public services.

Community transport operators forge strong links with local public bodies and other civil society organisations enabling more coordinated and integrated support for local populations. This leads to benefits beyond the value to the individual passengers, with community transport central to place-based approaches, creating positive change, or managing complex and evolving situations.

To find out more about the challenges, as well as the solutions community transport can bring, take a look at [CTA's manifesto: A Better Future for Transport: National Challenges, Community Solutions.](#)

# What is Community Transport?



**CTA works with a wide range of community transport operators:**

- Charities and other groups established for the specific purpose of providing not-for-profit transport services;
- Multipurpose community groups where transport is one of a range of 'community self-help' services they run. These will typically be community anchor/local infrastructure organisations.
- Organisations where transport is ancillary to enabling them to fulfil their social purpose - this includes communities of identity, disability/long-term condition specific groups, uniformed societies and sports clubs. This also includes education institutions and local authorities.

**“I’m proud to be part of a sector where, every day, thousands of people across the country dedicate their time and effort to combat social isolation and loneliness. Our members make a real difference in helping people to be part of their communities and stay independent.**

**Sean Ray, Development Officer, England**



# Our Members

**Community transport providers come in all shapes and sizes, operating different types of services to meet different types of needs.** What they all have in common is the determination to provide accessible and inclusive transport for those who might otherwise not be able to get out and about.



## Badenoch and Strathspey Community ConnXions

Badenoch and Strathspey Community ConnXions provide accessible transport alongside other services and social inclusion projects to reduce loneliness and isolation across the small towns and villages of Badenoch and Strathspey, a large and deeply rural region with few public transport options around Aviemore in the Scottish Highlands.

The operator – who won our UK Community Transport Provider of the Year Awards in 2021 and 2023 – operates demand responsive minibus services, taking people to where they need to go, as well as registered community bus routes, putting on local bus services in areas that commercial operators don't cover.



## Dial-a-Ride (Denbighshire) Ltd

Situated in the North Wales coastal town of Rhyl, Dial-a-Ride have been providing a service to the community since 1998. They provide accessible door-to-door transport for people of all ages who have no access to public transport, operating a fleet of seven vehicles.

They cover a wide area which includes Abergele, Prestatyn and Denbigh, providing day trips, social services transport and are contracted by the council to provide school transport. They are also one of the Approved Driver Assessor Training Centres for MiDAS which is managed by CTA.

# Our Members



## **Stockport Car Scheme Greater Manchester**

The Stockport Car Scheme caters to the needs of Stockport residents who encounter challenges in accessing public transportation. Their volunteers utilise their personal vehicles to provide journeys to essential destinations, including medical facilities, social gatherings, hairdressers, shopping and day centres. Their services are available seven days a week, dependent on volunteer availability. On average, 660 trips are completed every week.



## **Down Armagh Rural Transport (DART) Partnership**

Based in modern accessible premises in Portadown, Down Armagh Rural Transport (DART) is a local community transport organisation providing safe, affordable and accessible transport for groups and individuals across their communities for over 20 years.

Operating a fleet of 10 accessible minibuses, DART serves both urban centres and rural areas. Covering a wide range of locations, including bustling towns and surrounding countryside, ensuring comprehensive transport solutions for all members. DART are also a Driver Training Centre, providing various training in the community.

# About CTA

We are for, and about, accessible and inclusive transport.

## Our Vision

A world where everyone in their communities can access transport that meets their needs.

## Our Mission

To lead a thriving community transport movement in the UK.

## Our Values

### Leadership

We provide leadership by acting as a unified voice for our members.

### Integrity

We are honest and transparent in our decision making processes.

### Equity

We actively promote an inclusive culture of equality, diversity and respect.

### Excellence

We are committed to maintaining high standards in our service delivery.

# CTA in Numbers

We are for, and about, accessible and inclusive transport.

1,200

We have approximately 1,200 members across the UK.

28

We have 28 staff across the UK who all work remotely.

11

We are governed by a board of 11 trustees, 6 of whom are selected from the CTA membership.

£1.5m

Our annual income in 2022/23 was £1.5m



"I feel very lucky to be part of a team where I can put my passion for access and inclusion into practice every day. We support a network of organisations across the country who are committed to helping their communities, and that gives me an enormous sense of satisfaction.

There are so many opportunities to learn and stretch yourself, as well as using the skills you bring with you from other roles. No two days, or CTA members, look the same, and we approach our work with a collaborative mindset to maximise our impact as we support them."

**Gemma Lelliott - Director for Wales**



"One of the best things about working for CTA is the culture. It feels like being part of a little family even when we are all spread out across the UK working remotely!

Having flexibility within our roles and working with knowledgeable and approachable people makes navigating through projects a lot easier, knowing that support is always available.

It is extremely rewarding to work in the community transport sector and have the opportunity to ensure that individuals have access to transport which meets their needs."

**Rhianon Whyte - Training Support Assistant**



# Our Objectives

Our work is underpinned by four pillars:

## Membership Services

As a member-led organisation, we operate with a strong focus on engaging and involving our member organisations and individuals in our decision-making processes and activities. In addition, we identify and seize opportunities to champion our members' vital and essential work to strengthen the community transport sector.

## Advice & Support

We provide comprehensive advice and guidance to people and organisations delivering community transport across the UK. Our advice & support team provides up-to-date information on regulations and policies, resources and toolkits, funding support, and best practices so that our members can thrive and serve their communities effectively.

## Policy & Research

We contribute to the formation of public policy that affects our members and the CT sector and show how better outcomes can be achieved for people and communities with accessible and inclusive transport.

We play a multifaceted role in influencing policy and research that impacts our members. By actively engaging with government bodies in England, Wales, Scotland and Northern Ireland, conducting research, and advocating for the interests of our members, CTA helps to shape policies and regulations that support community-focused transport services.

## Training & Capacity Building

We manage a national programme of quality-assured education and training for the CT sector. CTA offers training, workshops and webinars to help members enhance their skills and knowledge on transport services, regulatory frameworks, safety and customer service.

# Governance

Our Board of Trustees is responsible for the overall performance of CTA and will conduct its business to ensure that we are financially viable, properly governed, and compliant.

The Board of Trustees monitors the performance of all functions of the CTA and decides the level of resources to meet our financial and other obligations.

As well as these responsibilities, the Board approve and maintain our vision, mission and values, develops strategy and policy, ensures compliance with the law and maintains proper fiscal oversight.

The Board comprises up to six trustees nominated by members and up to five trustees co-opted by the Board of Trustees. In line with our constitution, our Board includes at least two member trustees based in Wales, Scotland, or Northern Ireland. Each serve for a period of three years and may stand for a consecutive three-year term. The Board of Trustees appoints its Chair, Treasurer and Vice-Chair.

The Board of Trustees derives its authority and its responsibilities from two sources:

- **Charity Law, which lays out the specific duties of all charity trustees.**
- **Our Constitution set out the composition of the Board of Trustees, the ways in which the trustees are appointed and their powers.**



## Committees

Two sub-committees support the board: Finance, and Audit & Governance. These committees help give oversight and scrutiny to specific parts of the charity. They ensure the proper checks and balances are in place and regularly explore the key aspects of the work we undertake.

# Working at CTA

## Rewards & Benefits

- Our remuneration package includes £29,240 starting salary with annual increments up to £32,275 (Grade D) based on meeting key performance indicators.
- A defined contribution pension scheme including employer contributions of up to 5%.
- CTA contractual sick pay provides payment in addition to SSP after passing your probation period. Entitlement is first eight weeks at full pay, following eight weeks at half pay.
- Group Life Insurance cover, currently at three times your annual salary.
- 25 days' annual leave, plus public holidays and additional days between Christmas and New Year. The annual entitlement increases one day per year until you reach the maximum of 29 days.
- A basic flexi-time system.
- A flexible approach to work – we encourage and support different ways of working in order to achieve our overall objectives.

## Diversity

We are dedicated to ensuring that our workforce reflects the diversity of the world and the communities we serve.

We actively encourage applications from individuals regardless of their gender, age, country of origin, ethnicity, sexual orientation, religious beliefs, or disability.

As part of our commitment to fairness, all shortlisted candidates will receive the interview questions in advance, allowing those candidates the opportunity to prepare effectively.

# Job Description & Person Specification

## Research & Policy Officer

**Location:** Home-based with travel across the UK

**Salary:** £29,240 starting salary with annual increments up to £32,275 (Grade D)

**Contract:** Fixed Term (2 Years)

**Reports to:** Research and Insight Manager

## Purpose of the Role

The Research and Policy Officer will play a key role in delivering a funded research project focused on exploring the unmet transport needs of disabled children and how community transport can improve travel experiences for children and young people with disabilities.

A key focus of the role is engaging with and working closely alongside community transport operators (CTOs), local authorities, disabled people's organisations (DPOs), and other stakeholders. Together, you will identify transport barriers and develop practical, user-centred solutions.

You will build strong relationships with these groups to ensure the voices of disabled children, young people, and their families are at the heart of the project. This includes gathering and analysing information, organising consultations, running workshops, and facilitating co-designed sessions to generate meaningful ideas and solutions.

In addition, you will also be involved in creating accessible resources, such as toolkits and guidance, to support inclusive transport services. Working with the project lead, and other team members, you will focus on building strong relationships with stakeholders to raise awareness, drive improvements, influence policy and promote better transport options for everyone.

# Key Responsibilities

## Deliver the Research Project Objectives

- Be a key player in the development and delivery of the research project to explore unmet travel needs and improve travel experiences for children and young people with disabilities.
- Work with the wider Community Transport Association (CTA) team to ensure the project meets organisational goals and follows best practices in accessibility and inclusion.

## Engage Stakeholders

- Gather information through interviews, focus groups, and discussions with children, young people with disabilities, their families, and key groups like community transport operators (CTOs), local councils, and disabled people's organisations (DPOs).
- Work with stakeholders to review existing transport services, identify service gaps, and understand the barriers faced by disabled children and young people along with co-producing community-based solutions.

## Assess Impact, Develop Policies and Advocate for Change

- Keep track of new policy developments and research to understand how they might affect community transport.
- Assist in creating practical policy recommendations to address transport challenges for disabled children.
- Advocate for community transport as a key solution for improving accessibility and inclusion in transport systems.

## Project Monitoring and Reporting

- Track progress to ensure the project stays on schedule and meets its goals.
- Maintain database of participants and stakeholder activity.
- Share regular updates with stakeholders about what's been achieved and next steps.

## Essential

## Desirable

### Experience and Qualifications

- Strong understanding of disability and accessibility issues in the community, voluntary sector and/or transport sector.
- Proven experience contributing to social or public policy research projects.
- Experience of engaging with disabled children and young people and their families.
- Evidence of relevant qualifications or continuing professional development aligned with the role.
- Experience representing organisations through working groups, partnerships, or alliances.
- Demonstrated ability to build strong working relationships with colleagues and external partners to deliver actionable research.

- Understanding of the community transport sector and/or issues related to transport policy and services, particularly in transport services for children and young people.
- Developing professional resources and toolkits.
- Working within a membership and/or voluntary sector environment.

### Knowledge, Skills & Abilities

- Proficiency in qualitative and quantitative research methods and analysis.
- Empathy and understanding of challenges faced by groups disadvantaged by limited transport accessibility.
- Excellent organisational and interpersonal skills, fostering effective collaboration within teams.
- Ability to facilitate and co-design processes and workshops with diverse groups.
- Proven experience in stakeholder engagement and relationship-building across a diverse range of individuals and organisations.
- Strong organisational and time management skills, with the ability to manage multiple tasks and meet deadlines.

- Advanced knowledge of excel and/or other analytical software packages.
- Experience ensuring research follows co-production principles, emphasising a strong user-led voice
- Ability to interpret and analyse complex data and present insights clearly for different audiences.

### Values & Attitude

- A demonstrable commitment to our organisation's values.
- Strong commitment to, and understanding of the principles of equality, diversity and inclusion

- Professional and positive attitude in managing working relationships.
- Positive attitude to your own personal accountability for achieving agreed targets and outcomes.

## Values

Be an enthusiastic advocate for CTA's values.

## Planning

Contribute to the development, implementation and delivery of CTA's strategy and operational plans.

Contribute to service evaluation and development by listening and feeding back membership data, stories and intelligence.

## Reporting

Ensure personal record-keeping and reporting is conducted consistently and to a high standard, including generating data for management reporting, saving resources and documents on SharePoint and communicating outcomes and progress to colleagues.

## Participation

Contribute to staff meetings, team meetings, and other meetings as required.

Attend and contribute to the facilitation of CTA national events.

Maintain own professional networks and promote CTA on a local and national level.

## Resources

Use the resources of the organisation effectively, including delivering your own activities within the agreed budget.

## Governance

Support good governance within CTA by providing relevant information for the Trustee Board and its sub-committees.

## Compliance

Take personal responsibility for ensuring your own work is compliant with relevant legislation, policies and good practice, including data protection and health and safety

# How to Apply

Please send your application, comprising your CV and a covering letter outlining your suitability for the role, via email to [jobs@ctauk.org](mailto:jobs@ctauk.org)

The closing date for applications is **Monday 17th February, 9am.**

If you would like an initial, informal discussion about the role, you can contact Nick Mills, via [nick@ctauk.org](mailto:nick@ctauk.org).

Interviews will be held in the week commencing Monday 24th February 2025.