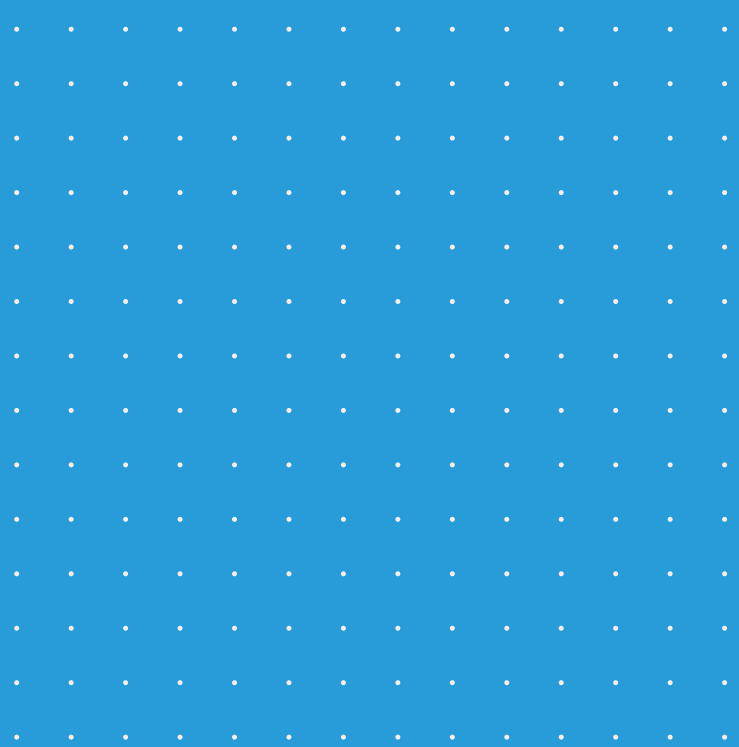




community transport  
association



# **Recruitment Pack**

## **Development Officer**

**East England and London**

June 2025

## 01 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.**

**The Community Transport Association** is a UK member-based charity providing leadership, advocacy, training, advice, and operational support to transport related charities, community groups and social enterprises in England, Scotland, Wales, and Northern Ireland. We support and advocate on behalf of our members so they can deliver innovative and flexible transport solutions to achieve social change and remove transport barriers facing their communities.

As a Development Officer, you will play a crucial role in ensuring our members receive outstanding support and development. By collecting insights and trends through your interactions with members you will improve our services and enable us to better advocate for and champion community transport.

Within England while our Development Officers will cover the whole nation, they have assigned regions which aim to enable us to develop local and regional knowledge and relationships and ensure we are best placed to support members to overcome challenges and make the most of opportunities.

We are currently recruiting for a Development officer covering:

- London, East England and the East Midlands

We're open to applications from people living anywhere in the UK but we will prioritise applications where candidates live in one of these regions or are a reasonable travel distance, please note that while this job is remote, we will require you to have the ability to travel throughout England and within your nominated region on a regular basis.

If you like the sound of this opportunity and have the credentials and self-confidence to rise to the challenge, then we'd love to hear from you. Come and join the community transport movement!



**Caroline Whitney**

**England Director and Head of Membership Services**

## 02 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.

## 02 What is Community Transport?

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](#).

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**





## 03 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.

## 03 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.

## 04 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.**

## 05 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.

£1.3m

Our annual income in 2023/2024 was £1.3m



"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**



## 06 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.

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.

## 08 Working at CTA

### Rewards & Benefits

- Our remuneration package includes an annual salary starting at £29,240, 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 and TOIL 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.

## 09 Job Description & Person Specification

### Development Officer

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

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

**Contract:** Full-time 35 hours per week (opportunities for flexible working considered)

**Reports to:** England Director and Head of Membership services

**Direct Reports:** None

### Purpose of the Role

To ensure that our members receive outstanding support and derive value from their membership, by the provision of development support, advice, resources, training, forums and events.

The post-holder will collect data from member interactions to improve our services and help us better advocate for and champion community transport.

The role provides a valuable two-way communication channel with members to gather intelligence, promote membership, increase participation in CTA initiatives and market our services and products such as driver training, permits etc.

In this role, you will be involved in addressing local and regional priorities with CTA members and supporting the development of other coproduced projects with partners and stakeholders.

### Responsibilities

1. Maintain regular two-way dialogue and contact with CTA members to:
  - Promote and improve engagement with CTA through events, consultations and projects.
  - Gather insights into their practices and performance for use in raising the profile of community transport and to inform how we can support them to develop and deliver their services.

## 09 Job Description & Person Specification

### Responsibilities continued:

- Identify any current support and development needs they may have and, where possible, work with them to develop solutions to these needs, signposting to CTA and/or third-party services where appropriate
  - Support our members and other community groups to be successful in new and changing contexts so they can benefit from new opportunities and meet new needs as they emerge
  - Be involved in mapping the community transport sector in England with a focus on supporting the development of regional priorities and projects to address needs.
  - Support initiatives to establish new local services.
2. Work with other Development Officers with CTA to ensure that advice enquiries from members are managed effectively and to the agreed standards, with high levels of customer satisfaction.
3. Provide specialist advice and support to our members covering the following areas:
- Charity governance;
  - Charity funding / fundraising and income generation methods;
  - Assessing, identifying and solving Organisational Development needs;
  - Volunteer recruitment, retention and management;
  - Consultation and stakeholder engagement;
  - Partnership and relationship mapping development;
  - Working with businesses including commercial partnerships.
4. Promote the use of CTA's national programme of quality assured education and training (MiDAS), to enhance driving and operator standards and the safer operation of community transport services.
5. Find opportunities to attend and contribute to events, conferences and forums where groups of CTA members and/or other stakeholders are gathering to collect insights, identify any current support needs and promote our services.



## 09 Job Description & Person Specification

### **Responsibilities continued:**

6. Organise and contribute development input and content for national and regional learning and networking events and forums for CTA members and other relevant stakeholders that drive effectiveness and build personal and professional capability across the sector.
7. Contribute to the production of digital tools and resources that support members' development and build the capacity of community transport providers.
8. Undertake any other duties and responsibilities commensurate with the post.

### **Stakeholder responsibilities**

- Maintain regular contact with members in line with our agreed approach, standards and CRM system.
- Maintain regular contact with stakeholders from other organisations or sector bodies responsible for managing relationships with community transport in their area.
- Make contact with organisations exploring/who have set up new community transport operations to introduce them to CTA and the benefits of membership.
- Make contact with newly appointed managers and other key positions within member organisations to introduce them to CTA and the benefits of membership.
- Maintain contact with existing CTA members to support and encourage them to remain members of CTA.

## 09 Job Description & Person Specification

### General Organisational Responsibilities:

#### 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.

	Essential	Desirable
Experience and Qualifications	<ul style="list-style-type: none"> <li>• Working in, or with, community groups or charities to strengthen their services and performance.</li> <li>• Working with public sector bodies and supporting cross-sector collaboration.</li> <li>• Experience of at least one area of Organisational Development activity such as governance, strategy development, funding / fundraising, volunteer management, stakeholder engagement, and/or partnership development.</li> <li>• Gathering data / information from stakeholders and using this to contribute to the development of policy, projects or services.</li> <li>• Evidence of continual professional development.</li> </ul>	<ul style="list-style-type: none"> <li>• Working in or with the community transport sector and/or issues related to transport policy / services.</li> <li>• Developing professional resources / toolkits to be used by stakeholders.</li> <li>• Working within a membership and/or voluntary sector environment.</li> <li>• Relevant qualification to the role i.e., OD, governance, leadership development etc.</li> </ul>
Knowledge, Skills & Abilities	<ul style="list-style-type: none"> <li>• Strong IT and digital skills – including MS Office and digital communication tools.</li> <li>• Able to demonstrate a good understanding of the issues affecting people and communities disadvantaged by a lack of accessible and inclusive transport.</li> <li>• Excellent writing skills and ability to apply these in creating professional resources, guidance and/or toolkits.</li> <li>• Ability to listen, analyse organisational challenges and provide advice or signpost to relevant services.</li> <li>• Excellent interpersonal, relationship management and communication skills.</li> <li>• Excellent organisational skills – the ability to work on own initiative and prioritise workload.</li> <li>• Strong comprehension skills with the ability to identify key points and underlying questions.</li> </ul>	<ul style="list-style-type: none"> <li>• Good working knowledge of the legal and governance framework in which public transport and community transport operate.</li> <li>• Data and trend analysis and management information skills.</li> <li>• Good attention to detail and able to produce work with a high-level of accuracy.</li> </ul>
Values & Attitude	<ul style="list-style-type: none"> <li>• A demonstrable commitment to our organisation's values.</li> <li>• Strong commitment to, and understanding of the principles of equality, diversity and inclusion.</li> </ul>	<ul style="list-style-type: none"> <li>• Professional and positive attitude in managing working relationships.</li> <li>• Positive attitude to your own personal accountability for achieving agreed targets and outcomes.</li> </ul>

# 10 How to Apply

## Your application should include the following two things:

- A **personal statement** that's no longer than two sides of A4. Share your motivation for applying for the role and how you meet the essential requirements from the knowledge, skills and abilities section of the Person Specification.
- An up-to-date, detailed **CV** including all relevant employment history and key achievements in your most recent role(s). Please also ensure your CV has your email address, phone number including names and contact details of two people who can provide references, one of whom should be your most recent employer. We will only request references once we have chosen an applicant we wish to appoint. Also, ensure your CV does not contain personal data such as DOB, gender, nationality, photo etc.

**Please send your application via email to [jobs@ctauk.org](mailto:jobs@ctauk.org)**

If you would like an initial, informal discussion about the role, please contact Caroline Whitney, [caroline@ctauk.org](mailto:caroline@ctauk.org)

## Action and Dates

### Closing date for applications:

Monday 30<sup>th</sup> June 2025 at 9am

### Online interviews:

Week Commencing: 14th July 2025

We will always acknowledge receipt of your application. We are not always able to provide feedback on applications that have not been shortlisted for interview.

### Application Support

When completing your personal statement and reviewing your CV we would recommend using the STAR method to show your skills and experiences and to prepare for your interview.

Using this method will help you structure your examples to highlight the skills we are looking for.

You can find [further information on the STAR Method here](#)