



# cta

community transport  
association

# **Recruitment Pack**

## **Policy and Campaigns Officer**

April 2026

# 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. Across the UK, community transport operators, staff and volunteers provide vital services that connect people to healthcare, education, work, shopping and social opportunities. CTA exists to support that movement, champion its impact and help shape the conditions it needs to thrive.

We are looking for a Policy and Campaigns Officer to help strengthen CTA's voice as a credible, effective and influential advocate for community transport. This is an exciting new role, created to support our growing focus on policy development, campaigning and public affairs across the UK.

Working closely with me as Head of Policy & Campaigns, as well as colleagues across CTA, you will help develop policy positions, produce clear and authoritative briefings, support campaign activity and build relationships that help influence change. You will also play an important role in ensuring the views and experiences of community transport operators, staff, volunteers and passengers are reflected in our work.

This role offers a unique opportunity to help shape how CTA represents the sector at a national level and to make a real contribution to the future of community transport in the UK. If that sounds like the kind of challenge you are looking for, we'd love to hear from you.



**David Kelly**  
Head of Policy & Campaigns

# 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. Here's a provider from each country to give you an idea of how diverse our membership is:

## England



### 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.

## Wales



### 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

## Scotland



### **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.

## Northern Ireland



### **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 us

## 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 the voice for the Community Transport sector — a national movement for transport that's fair, inclusive, and rooted in community solutions.

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."

**Rhiannon 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 & Campaigns

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 £30,293 salary
- 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

## Policy and Campaigns Officer

**Location:** Home-based (with occasional travel across the UK)

**Salary:** £30,293

**Contract:** Permanent

**Reports to:** Head of Policy & Campaigns

## Purpose of the Role

As Policy and Campaigns Officer, you will be an essential part of our leadership of the UK's Community Transport movement, working closely with CTA colleagues, as well as in partnership with our members and allies, across the UK to inform and influence change.

You will support our Head of Policy & Campaigns to develop policy positions, create public affairs materials and coordinate campaign activities which reflect the interests, priorities and values of our movement. You will support Community Transport operators, staff, volunteers and passengers to contribute to and participate in our policy and campaigns work, putting their insights and voices at the heart of what we do. You will produce clear, authoritative briefings, papers and materials to support effective policy and campaign messaging, including our D1 campaign.

This is a new role which has been created to reflect and strengthen CTAs' increasing focus on being a credible, effective and strong campaigning voice. It will give you a unique opportunity to make the role your own in our organisation and make your mark in UK politics.

# Key Responsibilities

- Work with the Head of Policy & Campaigns to develop CTA responses to calls for evidence, consultations and inquiries which are relevant to Community Transport at the UK or GB level.
- Work with the Head of Policy & Campaigns (as well as respective Country Directors) to develop and maintain relationships with parliamentarians, policymakers and their colleagues in Westminster and Whitehall.
- Ensure CTA is fully compliant with all legal requirements and abides by the highest ethical standards in relation to influencing and lobbying.
- Organise and coordinate campaign activities, such as events, meetings, photocalls and letter-writing campaigns.
- Work with the Head of Policy & Campaigns and the Head of Research to undertake consultation and engagement activities, such as focus groups, meetings and surveys, with CTA members and stakeholders to gather data, evidence and information which informs and improves our policy, research and campaigns work.
- Analyse quantitative and qualitative data from Community Transport operators, members and stakeholders, and work with colleagues to translate this evidence into clear policy positions, briefings and campaign materials.
- Pro-actively establish and nurture positive and productive relationships with any members, partners and stakeholders.
- Write content for collateral and materials, such as articles, briefings and case studies, which support our campaigns.
- Work with the Head of Policy & Campaigns and Marketing Manager to write content for reports, op-eds and media releases which support our campaigns.
- Support policy development, advocacy and representation of the Community Transport movement at the UK or GB level.
- Conduct parliamentary, political and policy monitoring and share insights with colleagues.
- Identify and cultivate opportunities and platforms for CTA to amplify our campaigns and represent our movement, such as conferences, forums and All Party Parliamentary Group (APPGs).
- Maintain accurate and up-to-date records on CiviCRM, ensuring all policy and campaign activities, stakeholder interactions, and relevant data are logged and managed effectively.
- Undertake any other duties and responsibilities commensurate with the post.

# Organisational Expectations

## Values

Be an enthusiastic advocate for CTA's values and ideas.

## 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

Reporting Ensure personal record-keeping and reporting is conducted consistently and to a high standard, including with our CRM and SharePoint, communicating outcomes and progress to colleagues.

## Participation

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

Attend and contribute to the delivery of CTA events, especially those with a policy or campaigns focus.

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

## Resources

Use the resources of the organisation effectively, including delivering your own activities within the agreed budget, and maximise value for money.

## Governance

Support good governance within CTA by providing relevant information for Leadership Group, the Board of Trustees 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.

## Experience and Qualifications

### Essential

- Strong experience building and maintaining positive relationships with internal and external stakeholders.
- Experience analysing data or evidence to inform policy, campaigning or strategic decision-making.
- Experience organising face-to-face and online conferences, events or meetings.
- Experience supporting or mobilising people and communities to participate in face-to-face and/or online campaign activities.

### Desirable

- Experience delivering successful campaigns to achieve policy, regulatory or legislative change.
- Experience working within Community Transport, a membership organisation or the wider third/voluntary sector, and an understanding of the context in which these operate.
- Experience producing briefing papers, submissions or policy papers for senior stakeholders, policymakers or elected representatives.

## Knowledge, Skills & Abilities

- Excellent interpersonal and organisational skills, with an emphasis on collaboration and working well in a team.
- Strong written communication skills.
- Ability to work on your own initiative, manage your own workload and prioritise competing demands.
- Strong attention to detail.
- Ability to analyse complex information and issues, draw relevant insights from them and communicate these to different audiences.

- Highly motivated to deliver success.
- Willingness to challenge the status quo and usual practice to find more effective ways of delivering outcomes.

## Knowledge, Skills & Abilities

### Essential

- Strong attention to detail.
- Ability to analyse complex information and issues, draw relevant insights from them and communicate these to different audiences.
- Understanding of UK politics, policymaking and legislative processes.

### Desirable

- Strong IT and digital skills – including MS Office and digital communication tools.
- Working knowledge of the regulatory and legislative framework within which Community Transport operates in the UK, particularly driver licensing.
- Understanding of devolved or national politics, policymaking and legislative processes.

## Values & Attitude

- Commitment to the values of our organisation and the movement we lead.
- Passion for accuracy and evidence-based public policy.
- Strong commitment to, and understanding of, the principles of equality, diversity and inclusion.

# 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, 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 David Kelly on [david.kelly@ctauk.org](mailto:david.kelly@ctauk.org)

## Action and Dates

**Closing date for applications:** Wednesday 13 May 2026 at 5pm

**Online interviews:** week commencing Monday 1 June 2026