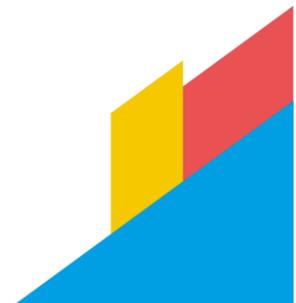




Community Transport Association

Support and Engagement Executive (North Wales)

Recruitment Pack | February 2019



1. Chief Executive's Introduction

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

In every part of the UK, on every day of the year, thousands of community transport staff and volunteers are helping people to stay independent, participate in their communities and to access vital services and employment.

Community Transport operators have a great story to tell and it is CTA's job to help them tell it and to support them to develop excellent services that can transform lives and communities. Our work in Wales is integral to this. We have around 100 members and many other stakeholders across Wales that all help to provide accessible and inclusive transport solutions in their community.

CTA is funded by the Welsh Government to provide leadership and support community transport operators and other charities and community groups that organise transport for their service users to help them participate in the activities they lead.

Support and Engagement Executives are part of CTA's Member Services Group which is led by our Advice and Member Services Manager and Central Support Manager, who both work from our Manchester office. This brings together colleagues in similar roles across the UK to work collaboratively to deliver CTA's strategic priority of strengthening members and raising standards and contribute to other strategic priorities.

Working with Christine Boston, our Director for Wales, you will develop our support programmes and look for opportunities to make a difference on behalf of the people and communities who need transport that is accessible and inclusive, so everything else in life can be accessible and inclusive too.

If you like the sound of this challenge and have the credentials and self-confidence to rise to it, then we'd love to hear from you.

Come and be part of something brilliant.

Best wishes



Bill Freeman
Chief Executive

2. About the Community Transport Association

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

Our vision is of a world where people can shape and create their own accessible and inclusive transport solutions.

Our mission is to realise our vision through three strategic priorities:

1. Championing accessible and inclusive transport
2. Connecting people and ideas
3. Strengthening our members and raising standards

Our five values shaping how we work

- We put members first
- We lead with authority and responsibility
- We prioritise mobility and accessibility
- We champion volunteering
- We think big

CTA in numbers

- We have around 1,600 members across the UK, with around 100 of these based in Wales.
- We are governed by a board of 11 trustees, eight of whom are selected from the CTA membership.
- We also have a Wales Committee made up of members in Wales and high levels of member engagement in shaping and supporting our work.
- We currently employ 20 staff across the UK, six of whom are based in Wales.
- We have five offices; our main central office in Manchester with other offices in Belfast, Swansea, Rhyl and Edinburgh. We also have two members of staff who are home-based.
- Our annual income in 2015/16 was around £1.1m.

3. Job Description

Post: Support and Engagement Executive

Accountable to: Director for Wales

Location: Flexible within North Wales

Purpose of role:

Conducting outreach work with members and other local stakeholders to identify support needs, recommend and co-design solutions and to increase take-up of CTA-led initiatives.

This includes:

- Promoting use of the CTA performance standards for community transport and provide support and advice to help operators work to these.
- Promoting use of MiDAS, CTA's national programme of quality assured education and training to enhance driving standards and the safer operation of community transport vehicles.
- Through commissioned programmes and projects, supporting our members and other community groups to be successful in new and changing contexts so they can benefit from opportunities and meet new needs as they emerge.

Responsibilities:

1. Maintain regular contact with CTA members and other groups committed to improving access and inclusion through transport to:
 - a. promote and improve take-up of CTA-led initiatives and activities, such as events, consultations and projects.
 - b. gather insights into their practices and performance for use in raising the profile of community transport and to inform how the CTA can support them to develop and deliver their services.
 - c. identify any current support and development needs they may have and, where possible, work with them to co-design solutions to these needs, signposting to CTA services and third party services.
 - d. support initiatives to establish new services.
2. Maintain regular contact with key local authority officials responsible for managing relationships with community transport in their area.

3. Make contact with newly appointed Chief Officers and other key positions within member organisations to introduce them to CTA and the benefits of membership.
4. Work with the Advice and Member Services Manager and other Support and Engagement Executives to ensure the pipeline of advice enquiries is managed effectively to agreed standards with high levels of customer satisfaction.
5. Find opportunities to attend and contribute to events and conferences where groups of CTA members are gathering to promote CTA initiatives, gather insights and identify any current support needs they may have.
6. Where funding permits, organise and facilitate local learning and networking events for community transport operators and other relevant stakeholders.
7. Contribute to the production of digital tools and resources aimed at supporting the development needs of community transport operators.
8. Contribute to the delivery of grant-funded programmes, commissioned projects and fee-earning services and being accountable for achieving targets relating to these.

General duties

9. Ensuring personal record-keeping and reporting is conducted consistently and to a high standard, including generating data for management information and reports to funders.
10. Achievement of individual and collective targets and outcomes, both financial and non-financial.
11. Supporting governance through contributing content for meetings of the board and its sub-committees.
12. Perform other duties in line with the scope of the role, including supporting office management functions and supervision, where appropriate.

4. Person Specification

The person specification highlights the attributes that are considered to be essential and desirable for fulfilling this post. All are essential unless marked (D) for desirable.

Experience and knowledge
1. Practical experience of working in or with charities and community groups to strengthen their services and relationships.
2. Experience of working with public sector bodies and supporting cross-sector collaboration.
3. Sound working knowledge of at least three of these areas of activity which CTA may support members with: <ul style="list-style-type: none">• Charity governance.• Different types of charity funding and income generation methods.• Assessing and identifying organisational development needs.• Volunteer recruitment and retention.• Consultation and stakeholder engagement.• Partnership and relationship development.• Working with businesses.
4. Familiarity with using a variety of tools and techniques that can be applied to strengthen charities, their services and their relationships.
5. Experience of gathering information from stakeholders and using this to contribute to the development of policy and/or services.
6. Understanding of the different types of community transport services and the legal framework they work to (D).
Skills
7. Excellent interpersonal skills and an ability to develop and maintain positive relationships with a wide range of stakeholders.
8. Ability to design and facilitate learning and networking opportunities.
9. Excellent writing skills and experience of applying these in creating information resources and reports.
10. Excellent planning and organisational skills and the ability to manage multiple priorities and projects.

11. Ability to use Microsoft Office applications (or equivalent) to a high standard.
12. Full driving licence (D).
Personal attributes
13. Empathy with issues affecting people and communities that are disadvantaged by a lack of accessible and inclusive transport.
14. Professional and positive attitude in managing working relationships.
15. Positive attitude to your own personal accountability for achieving agreed targets and outcomes, both financial and non-financial.
16. A natural curiosity about ideas and demonstrating originality and resourcefulness in your approach.
17. A flexible approach to work and the ability to travel throughout South Wales and other parts of the UK as required.
18. Written and spoken Welsh Language skills (D).

5. Summary terms and conditions

- Remuneration package comprising:
 - Annual salary starting at £22.962.
 - The CTA operates a defined contribution pension scheme that complies with the requirements of auto-enrolment legislation, which includes an employer's contribution of five per cent of annual salary. Subject to the post-holder being a qualifying employee, they will be automatically enrolled in the scheme. Full details will be available from the Finance team;
 - CTA Sick Pay Scheme which provides payment in addition to SSP. 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.
- This post is a permanent contract, subject to an annual funding grant.
- 25 days' annual leave, plus public holidays and additional days between Christmas and New Year. The annual entitlement rises over time to a maximum of 29 days.
- Full working week of 35 hours, some unsocial hours including overnight stays; worked within the CTA flexi-time system.
- The post is designated as working from the office in North Wales. There will also be regular travel outside of North Wales to CTA activities in other parts of the UK.

6. How to apply

Process

1. Please read the job description and person specification and decide whether your experience, skills and interests make you a strong match for the role.
2. You must provide three things if you wish to apply for the role.
 - A **CV** of no more than four sides of A4, which includes the names of two referees, one of whom must be your current or most recent employer. They will not be contacted in advance of the interviews or a decision on an offer of appointment.
 - A **covering letter** in which you explain your motivation for applying for the role and how you fulfil all the criteria in the *Experience and Knowledge* and *Skills* sections of the person specification (points 1 to 12).

Please note: we do not wish you to include information about how you fulfil the *Personal attributes* criteria, as this is something we will consider at the interview stage.
 - We will assess the information you provide in your letter as a significant part of deciding whether to invite you for an interview.

Please do not exceed more than four sides of A4 for your letter.
 - A completed **equalities monitoring form** which can be downloaded from the job recruitment section of our website.
3. All documents must be completed electronically and submitted as attachments to an email sent to Maxine@ctauk.org by the deadline of 5pm on **19th March 2019**.
4. If you have not been contacted by 21st March 2019 you have not been successful in progressing to the next stage of the recruitment process.

Key dates to note

Closing date for applications	19 th March 2019 at 5pm
Shortlisting date	20 th March 2019
Date of interviews	28 March 2019 at Central Office in Manchester

Further information

If you have any questions about the role or would like further information, please telephone 0161 351 1475 or email info@ctauk.org in the first instance. One of the team will arrange for the appropriate staff member to contact you.