



Community Transport Association

Support and Engagement Executive (Scotland)

Recruitment Pack | March 2019



1. 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 Scotland is integral to this. We have around 160 members and many other stakeholders across Scotland that all help to provide accessible and inclusive transport solutions in their community.

Although many of the issues affecting service users and transport operators are common across the UK, Scotland has its own political institutions and policy landscape so it is vital that we have a team leading our work here. CTA is funded by the Scottish 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. 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.

Before becoming Director, I was the SEE in Scotland. Having held the position, I know how fulfilling it can be. There are exciting projects coming up in Scotland and you'll play a key role in delivering these. If you want to know more about the role, or have any questions, please do contact me directly.

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

Come and be part of something brilliant.

Rachael Murphy

Director for Scotland

rachael@ctauk.org

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 160 of these based in Scotland.
- We are governed by a board of 11 trustees, eight of whom are selected from the CTA membership.
- We also have a Scotland Committee made up of members in Scotland and high levels of member engagement in shaping and supporting our work.
- We currently employ 20 staff across the UK, two of whom are based in Scotland.
- We have five offices; our main central office in Manchester with other offices in Belfast, Swansea, Rhyl and Edinburgh.
- Our annual income in 2017/18 was around £1.35m.

3. Job Description

Post: Support and Engagement Executive

Accountable to: Director for Scotland

Location: Edinburgh, Scotland

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 Scotland and other parts of the UK as required.

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 Scotland. There will also be regular travel outside of Scotland 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 **29th March 2019**.
4. If you have not been contacted by 2nd April 2019 you have not been successful in progressing to the next stage of the recruitment process.

Key dates to note

Closing date for applications	29 th March 2019 at 5pm
Shortlisting date	1 st April 2019
Date of interviews	9 th April 2019, in Edinburgh

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.