



Ariennir gan  
**Lywodraeth Cymru**  
Funded by  
**Welsh Government**

# cta

community transport  
association

CYMDEITHAS CLUDIANT CYMUNEDOL

## Recruitment Pack

# Western Valleys Project Coordinator



# 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.**

CTA's mission is to champion, connect, support and grow a thriving community transport movement across all parts of the UK. Community transport operators have a great story to tell and it is CTA's job as their national membership body to help them tell it and to support them to develop excellent services that can transform lives and communities.

The Western Valleys project has been funded by Welsh Government through the Household Support fund, to pilot new approaches to connected and sustainable transport. A partnership project led by CTA and delivered by a network of third sector transport specialists, coproduced with communities across Neath Port-Talbot, Swansea, Carmarthenshire and Ceredigion, Western Valleys aims to:

- Support low income families and individuals to access employment, education, training, support and leisure opportunities
- Improve cross-valley connectivity
- Develop and improve non-commercial EV infrastructure
- Connect and integrate with other transport modes to enable behaviour change and modal shift

This role will closely connect CTA with the community transport operator network across the project region, and our wider stakeholders across the public, private and third sectors, to deliver the greatest potential for success through focused coordination of the project alongside our core team. The successful candidate will be proactive, self-motivated, highly organised, a great communicator, and committed to accessibility and inclusion, with a passion for community-led development.

This post will support operators and stakeholders across the Western Valleys region (Swansea, Neath Port-Talbot, Carmarthenshire and Ceredigion), and the expectation is that the successful candidate will spend time in these target communities alongside our members, to deliver the project's aims and objectives. The role will be home based with the option to also co-work in your local community and/or via the CTA member network.

This post is fixed term for 12 months and any extension will be subject to additional funding. We also welcome secondment applications from talented individuals who wish to expand their portfolio of knowledge and expertise through an exciting and challenging third sector project.

**Gemma Lelliott**

**Director for Wales**



# 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. High levels of volunteer and user involvement in the creation and delivery of services are integral to this.**

Services are person-centered and targeted towards those most likely to be under-served 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 situations such as the coronavirus pandemic.



# What is Community Transport?

**CTA works with a wide range of community transport operators which can be split into several distinct types:**

- 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."**

**Mariana Pacheco, Development Officer**



# 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 however, is the determination to provide accessible and inclusive transport for those who might otherwise not be able to get out and about. We've included some examples below: a traditional minibus service, a volunteer car scheme, a community group and a wheels 2 work scheme - all of which are valued CTA members.



## Badenoch and Strathspey CT - Aviemore

Badenoch and Strathspey Community Transport are a traditional community transport provider based in the rural area of Aviemore, Scotland. BSCT operates demand responsive minibus services, taking people to where they need to go, as well as registered community bus routes, putting on services in areas that commercial routes won't cover.

## The African Community Centre - Swansea

The African Community Centre operate a community car scheme based in Swansea that provides much needed transport for the city's asylum seekers. The cost of public transport is a huge burden for asylum seekers and is often unaffordable. The African Community Centre, set up in 2017 with the support of CTA, aim to change this with accessible, affordable and understanding transport.



## The U-Turn Project - Belfast

The U-Turn Project is a community group in Belfast which seeks to help young people embrace a new future through sports and fitness. After fundraising for a new minibus by completing a 185-mile cycle ride around London, the group bought a minibus in 2017 and use it to great effect, taking young people to their local football league and helping local people who are unemployed access training they wouldn't otherwise be able to.



## South Yorkshire Wheels 2 Work - Sheffield

Based at Sheffield Community Transport, South Yorkshire Wheels 2Work is one of the biggest wheels to work schemes in the country. It provides short term scooter loans to people who struggle getting to work, training or college due to a lack of suitable or affordable public transport options. There are currently 150 scooters in use in South Yorkshire, mainly by young people, helping them to access opportunities that they might otherwise be denied.





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

### **Our Vision**

**We want to see communities everywhere creating and sharing their own accessible and inclusive transport solutions.**

### **Our Mission**

**We will champion, connect, support and grow a thriving community transport movement across all parts of the UK.**

### **Our Values**

**We put members first**

**We lead with authority and responsibility**

**We prioritise mobility and accessibility**

**We champion volunteering**

**We think big**

# CTA in Numbers



"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



"Working for CTA is brilliant because you have the opportunity to help support some incredible community champions who provide a life line to those who have no other means of accessing transport. You are supported by colleagues from across the UK and work on a wide range of projects. It is also great to work flexibly and remotely when you need to which makes it easier to manage other commitments whilst still getting the job done."

**Dylan Gallanders** - Training Development Manager

CTA has approximately

# 1,200

members across the UK

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We also have

# 20

staff members across the UK

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We are based across

# 5

offices - our main central office in Manchester and other offices in Belfast, Neath, Llandudno and Edinburgh.

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We're governed by a board of

# 11

trustees; 6 of whom are selected from the CTA membership.

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Our annual income in 2020/21 was

# £1.1m



# Our Objectives

We have a range of objectives, each relating to one of the four elements of our mission. We also have additional objectives about our work behind the scenes to make sure we're fit for purpose and developing as an organisation.

## Championing CT

We want to see greater attention given to community transport and the everyday experiences of their users in policy-making. This involves showing how community transport is relevant and responsive to key areas of public policy and how our members improve quality of life for people and families in their local communities.

## Connecting CT

We want to be at the heart of a vibrant network of people and organisations pursuing a social mission within the world of passenger transport.

## Supporting CT

We want our members and other community organisations providing transport to work with us to promote high standards of practice and services being delivered in a safe, legal and caring way.

## Growing CT

We will constantly be on the lookout for opportunities to extend the reach and impact of the community transport model and mobilise new investment to enable those transformations.

## Developing CTA

We want everything we do to be amazing all the time. We want people to have a high-quality experience when they work with us, as members, stakeholders, staff or volunteers.



# Governance

Our [Board of Trustees](#) is ultimately 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 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, develop strategy and policy, ensure compliance with the law and maintain proper fiscal oversight.

The Board is comprised of 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 serves 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:

- 1) Charity Law, which lays out [the specific duties of all charity trustees](#).
- 2) Our Constitution set out the composition of the Board of Trustees, the ways in which the trustees are appointed and their powers.

## Committees

Three sub-committees support the board: Finance & Audit, Policy and Governance. These committees help give oversight and scrutiny to specific parts of the charity. They ensure the proper checks and balances are in place as well as giving sufficient time to look at these key aspects of the work that we undertake.



# Working at CTA

## Rewards and Benefits

- Annual salary of £30,275 ( CTA Grade E, spinal point 22)
- A defined contribution pension scheme including employer contributions up to 5%.
- 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.
- 25 days' annual leave, plus public holidays and additional days between Christmas and New Year.
- 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're committed to ensuring our workforce reflects the diversity of the world and communities we're based in. We positively encourage applications from all individuals irrespective of their gender, age, home country, ethnic background, sexuality, religious beliefs or disability. We would particularly welcome applications from people of colour and those with lived experience of transport barriers.

<b>Post:</b>	<b>Western Valleys Project Coordinator</b>
<b>Location:</b>	Wales Directorate, home based with some travel required to project partner sites.
<b>Salary:</b>	£30,275 (CTA Grade E, spinal point 22)
<b>Hours:</b>	Full time, 35 hours per week
<b>Contract:</b>	Fixed term 12-month contract with potential for role extension, subject to funding. Secondments welcome.
<b>Reports to:</b>	Wales Transport Strategy Lead
<b>Direct Reports:</b>	None

### Purpose of Role:

To work alongside project partners to expand options for inclusive shared travel, community transport, and active travel to help low income families and individuals living in the Western Valleys access employment, education, training, support and leisure opportunities.

The Coordinator will work with organisations such as Welsh Government, housing developers, Local Authorities, Community Transport Operators, Job Centres, Health Boards and CVCs to co-ordinate and co-develop sustainable and connected transport services that help address transport poverty in the area. Working collaboratively, the Coordinator will identify and share learning for the wider Community Transport sector and stakeholders.

### Responsibilities:

#### Project Delivery

1. Deliver the Western Valleys project and explore opportunities to develop initiatives aligned to the overall project aims and geographical boundaries, encouraging partnership working between different sectors and developing co-benefits.
2. Maintain regular communication with pilot projects, helping to ensure project delivery and to identify and address any potential risks to delivery.
3. Support and promote the development of schemes for specific communities of interest and geographical areas which currently lack accessible transport services.
4. Establish and maintain an effective mechanism for linking with transport services provided by local authorities, commercial operators and others, to avoid duplication and facilitate integrated transport options.
5. Promote the sharing and effective use of resources across the Western Valleys project, co-developing resource sharing agreements and protocols.
6. Ensure the partner projects' services across the region adhere to the highest standards of passenger safety and customer service.
7. Ensure compliance across all schemes with the programme funding criteria, and oversee timely data collection and monitoring to meet all reporting deadlines.

8. Coordinate the administration of funded projects, ensuring accurate record keeping by CTA and project partners, and assist with the financial management of funded projects including any associated claims and reporting processes.
9. Support partners to develop and implement a communications plan for promotional activities and events to raise the profile of the Western Valleys project.

### **Learning and Insight**

- Monitor and evaluate the funded projects, including value for money, impact measurement (quantitative and qualitative), passenger feedback and partner insight, to build an understanding of the Western Valleys project's contribution to the integrated transport and transport poverty agendas.
- Facilitate regular stakeholder meetings to develop a community of practice, bringing together knowledge, expertise and skills to enhance the success of funded projects, and encourage co-operation, connectivity and sharing of good practice.
- Deliver local learning events/networking opportunities/meetings of providers and users of community transport provision (using virtual platforms if required), and prepare insight reports for CTA, the Welsh Government and wider stakeholders.

### **Stakeholder management**

- Establish and nurture positive and productive relationships with key stakeholders and delivery partners.
- Identify new stakeholders from different sectors and facilitate their involvement in the Western Valleys project.
- Work closely with the Director for Wales and the WTS Lead to ensure the project achieves its aims and outcomes.

### **Volunteer recruitment**

- Work with the community transport operators and the WTS Lead to co-develop resources around volunteer recruitment, support, management and training.
- Monitor volunteer involvement, activity and feedback as part of gathering insight and learning from the project.

### **Longer-term sustainability**

- Identify support and development needs project partners may have, and work with them, the Director for Wales and WTS Lead, and other partners to co-design solutions.
- Work with the WTS Lead to identify funding for individual and collective community transport services to support the 'mainstreaming' of funded pilot programmes.
- Co-produce new projects with partners that deliver further additional accessible and inclusive transport options.

**Other**

- Be an enthusiastic advocate for our values.
- Be administratively self-supporting.
- Maintain own professional networks and promote CTA on a local and national level.
- Undertake any other duties and responsibilities commensurate with the post.

**General organisational responsibilities**

<b>Values</b>	Be an enthusiastic advocate for CTA’s values.
<b>Planning</b>	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.
<b>Reporting</b>	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.
<b>Participation</b>	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.
<b>Resources</b>	Use the resources of the organisation effectively, including delivering your own activities within the agreed budget.
<b>Governance</b>	Support good governance within CTA by providing relevant information for the Trustee Board and its sub-committees, including country committees where applicable.
<b>Compliance</b>	Take personal responsibility for ensuring your own work is compliant with relevant legislation, policies and good practice, including data protection and health and safety.

Person Specification

	Essential	Desirable
QUALIFICATIONS	<ul style="list-style-type: none"> <li>Evidence of continual professional development.</li> </ul>	<ul style="list-style-type: none"> <li>Relevant qualification to the role i.e. project management, research.</li> </ul>
EXPERIENCE	<ul style="list-style-type: none"> <li>Project management.</li> <li>Experience of developing positive relationships with stakeholders.</li> <li>Leading and participating in collaborative endeavors with other organisations through partnerships and alliances.</li> <li>Experience of facilitating meetings and organising events.</li> <li>Using learning / insight to develop projects, reports and resources.</li> <li>Experience of working in or with charities/community groups/community members to strengthen services and relationships</li> <li>Experience of working with public sector bodies and supporting cross-sector collaboration.</li> <li>Evaluating services/projects/models and identifying clear recommendations to develop services or policy</li> </ul>	<ul style="list-style-type: none"> <li>Experience of working with or recruiting and supporting volunteers.</li> <li>Experience of co-producing services.</li> </ul>
KNOWLEDGE, SKILLS & ABILITIES	<ul style="list-style-type: none"> <li>Strong IT skills – including MS Office.</li> <li>Excellent communication and interpersonal skills.</li> <li>Strong understanding of outstanding stakeholder management and a professional and positive attitude in managing working relationships.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of the impact of transport poverty.</li> <li>Written and spoken Welsh Language skills</li> </ul>

	<ul style="list-style-type: none"> <li>• Sound working knowledge of at least four of these areas of activity:             <ul style="list-style-type: none"> <li>○ charity governance</li> <li>○ income generation</li> <li>○ organisational development</li> <li>○ volunteer recruitment and retention</li> <li>○ Consultation and engagement</li> <li>○ developing effective partnerships</li> <li>○ working with businesses.</li> </ul> </li> <li>• Ability to design and facilitate learning and networking opportunities.</li> <li>• Excellent organisational skills and the ability to manage multiple priorities and projects.</li> <li>• Ability to travel across the region in a cost-effective manner.</li> </ul>	
<p><b>VALUES &amp; ATTITUDE</b></p>	<ul style="list-style-type: none"> <li>• A demonstrable commitment to our organisation's values.</li> <li>• A strong commitment to, and understanding of, the principles of equality, diversity and inclusion.</li> </ul>	<ul style="list-style-type: none"> <li>• Empathy with issues affecting people and communities that are disadvantaged by a lack of accessible and inclusive transport</li> </ul>

## How to apply

### Your application should include the following three things:

- **A personal statement** of no more than two sides of A4 that explains your motivation for applying for the role and demonstrates how you meet all of the essential requirements and any of the desirable points set out in the Experience & Qualifications section of the Person Specification. You don't need to directly address the other sections of the person specification in your statement as we'll explore these through the interview, but feel free to refer to any of them when discussing your experience if it helps illustrate your approach to work.
- 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 and the 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.
- A completed **Equal Opportunities Form** which can be downloaded from [ctauk.org/jobs](http://ctauk.org/jobs).

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, you can contact Gemma Lelliott, Director for Wales via [gemma@ctauk.org](mailto:gemma@ctauk.org).

**The closing date for applications is Monday 1<sup>st</sup> August at midday.**

Action	Date
Closing date for applications	Midday (12:00) on Monday 1 <sup>st</sup> August
Interviews	w/c Monday 15 <sup>th</sup> August