

# cta

community transport  
association

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## Recruitment Pack

# Development Officer for North Wales



# Welcome

Thank you for your interest in joining the team at the Community Transport Association (CTA). Community transport supports people to live independently, participate actively 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.

At CTA we believe that transport is a social justice issue, and is about so much more than just getting from A to B. Thinking holistically about the ways in which transport – or the lack of it – can impact on all aspects of our lives, supporting more people to make the switch to sustainable transport modes has never been so important.

As we navigate a new reality in the wake of Covid 19, it is vital we safeguard and develop transport solutions that truly work for the communities we serve. And with the opportunities created by Welsh Government through [Llwybr Newydd](#) and [Bws Cymru](#), we have never been better placed to deliver an effective, more affordable, more inclusive, and more integrated local passenger transport network that can meet the needs of all passengers and be the first and best choice for making a journey.

CTA is funded and supported by the Welsh Government to provide leadership and support to community transport operators and other charities and community groups that organise transport for their beneficiaries. We work proactively with partners to grow accessible and inclusive transport options, tackle access barriers, improve existing services, and develop innovative approaches to connecting people with their communities.

Working within our team in Wales, you will help to 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. You'll also work collaboratively around the UK with our team of Development Officers to develop activities, resources and deliver key member services such as our Advice Service.

This is a really exciting opportunity to be part of a team who are determined to make a difference. If this sounds like you too, we'd love to talk to you.

**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 and evolving 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.

**"It is a privilege to work at CTA and to be able to support dynamic and interesting organisations to do their very best to serve their communities, tackle loneliness and isolation and create social inclusion."**

**Emma Bingham,  
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

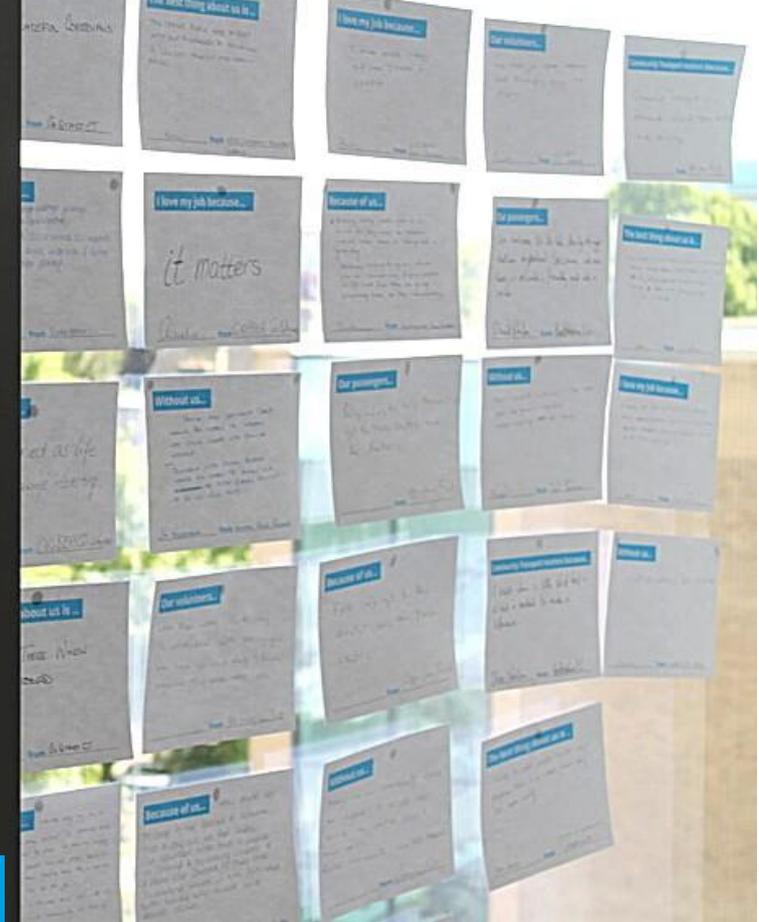
The U-Turn Project is a community group in Belfast which seeks to help young people embrace a new future through sports and fitness. After fundraising for a new minibus by completing a 185-mile cycle ride around London, the group bought a minibus in 2017 and use it to great effect, taking young people 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.





# About CTA

**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 has been a really great opportunity to learn about all things community transport, talking to and learning about the people who drive these groups forward. Their passion and their commitment to deliver something so important in the heart of each community. I work with a group of people in the different nations, but we all have one aim, to make sure those groups are able to deliver safe and dependable ways for people to stay connected."

Sean Ray - Tackling Loneliness Coordinator

CTA has approximately

**1,200**

members across the UK

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We also have

**23**

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 comprises 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

- Remuneration package comprising an annual salary starting at £26,758 with annual increments up to £29,536 (CTA Grade D)
- 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. The annual entitlement increases by one day for each year of continuous service, to a 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'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>Development Officer for North Wales</b>
<b>Location:</b>	<b>The role can either be homebased or based in the relevant country office (Llandudno Junction). There is an expectation of frequent travel to visit country offices, our members and other key stakeholders.</b>
<b>Salary:</b>	<b>£26,758 starting salary with annual increments up to £29,536 (CTA Grade D)</b>
<b>Contract:</b>	<b>Full-time; 35 hours per week (opportunities for flexible working considered)</b>
<b>Reports to:</b>	<b>Director for Wales</b>
<b>Direct Reports:</b>	<b>None</b>

### Purpose of 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 also support project work to map the community transport sector in Wales and support the development of other coproduced projects with partners and stakeholders. The work of this post is primarily delivered through grant-funded programmes and, on occasion, separately commissioned projects.

### Responsibilities:

#### Main 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;
  - Identify any **current support and development needs** members 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;
  - Support the next steps of a project to map the community transport sector in Wales and **support the development of coproduced projects**.
  - Support and advise people and communities to establish **new local services**.

2. Work with other Development Officers from across Wales and the UK to ensure that **advice enquiries** from members are managed effectively and to the agreed standards, with high levels of customer satisfaction.
3. Promote the use of **CTA's national programme of quality assured education and training**, to enhance driving and operator standards and the safer operation of community transport services.
4. 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.
5. Organise and contribute development input and content for **national and regional learning and networking events** for CTA members and other relevant stakeholders that drive effectiveness and build personal and professional capability across the sector.
6. Contribute to the production of **digital tools and resources** that support members' development and build the capacity of community transport providers.
7. Undertake any **other duties and responsibilities commensurate** with the post.

## **Stakeholders**

- Maintain regular contact with members and the wider community transport network 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 who have set up or are exploring setting 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.

## **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.

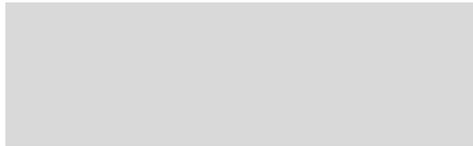
- Resources** Use the resources of the organisation effectively, including delivering your own activities within the agreed budget.
- Governance** Support good governance within CTA by providing relevant information for the Trustee Board and its sub-committees, including country committees where applicable.
- 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

**Person Specification**

	<b>Essential</b>	<b>Desirable</b>
<b>EXPERIENCE &amp; QUALIFICATIONS</b>	<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 different areas 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 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 on 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>
<b>KNOWLEDGE, SKILLS &amp; ABILITIES</b>	<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 that are 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> </ul>	<ul style="list-style-type: none"> <li>Good working knowledge of the legal and governance framework in which public transport and community transport operates.</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> <li>Welsh language skills.</li> </ul>



- Excellent organisational skills – the ability to work on own initiative and prioritise workload.



**VALUES &  
ATTITUDE**

- A demonstrable commitment to our organisation’s values.
- Strong commitment to, and understanding of the principles of equality, diversity and inclusion.

- Professional and positive attitude in managing working relationships.
- Positive attitude to your own personal accountability for achieving agreed targets and outcomes.
- A natural curiosity about ideas and demonstrating originality and resourcefulness in your approach

## How to apply

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

1. A personal statement not exceeding two sides of A4 explaining your motivation for applying for the role. This statement should also demonstrate your suitability by addressing the **experience section** of the person specification provided, outlining the qualities you bring to the role and the organisation.
2. A detailed CV of no more than 3 pages, containing the contact details of at least two referees, one of which should be your most recent employer. Your CV should also contain up to date personal details and your relevant education and work history. References are only requested once you have been offered the post.
3. 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 Wednesday 30<sup>th</sup> November at midday.

Action	Date
Closing date for applications	Midday (12:00) on Wednesday 30 <sup>th</sup> November 2022
Interviews	Thursday 15 <sup>th</sup> December 2022