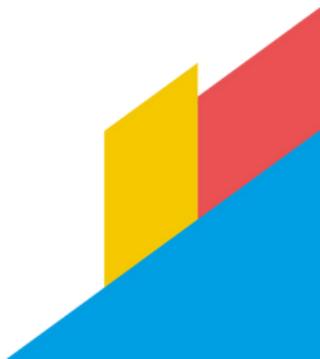


Recruitment Pack

Research and Insight Manager



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.

Community transport operators have a great story to tell and it's CTA's job to help them tell it and support them to develop excellent services that can transform lives and communities. We have around 1200 members and many other stakeholders that all help to provide accessible and inclusive transport solutions in their communities. As we emerge from the pandemic and get back on our feet community transport is more important than ever.

As CTA's Research and Insight Manager, you will lead on creating an inclusive and forward-looking research and insight programme. Working closely with our members and key stakeholders you will ensure that the programme exposes and promotes a broad understanding of the trends and challenges (both current and future) for the Community Transport sector. By doing this, the CTA will be able to identify and demonstrate investment and enhancement opportunities to ensure there is sustainable and integrated community transport in England and across the UK.

In return you will have the opportunity to contribute to the development of CTA and be at the front of demonstrating the impact and value of CT's vital part in the transport system. We have an urgent need to have robust data and intelligence about the community transport sector in England and this role is integral in us meeting this need. You will work as part of a team that prides itself on being supportive and productive and you will enjoy the flexibility our organisation offers and a generous benefits package. If this sounds like you, then we would encourage you to apply and let's start the conversation.

Caroline Whitney

Director of England



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.



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 socialisolation and loneliness. Our members make a real difference in helping people to be part of their communities and stay independent."

**Sean Ray,
Tackling Loneliness Coordinator**



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 2 Work 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 lifeline 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."

Alina Cohen –
Marketing and Communication Executive

CTA has approximately

1,200

members across the UK

We also have

22

staff members across the UK

We are based across

3

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

We're governed by a board of

11

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

Our annual income in 2021/22 was

£1.1m



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.



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.



Rewards and Benefits

- Remuneration package comprising an annual salary starting at £36,163 with annual increments up to £40,915 (CTA Grade F)
- 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 rises over time to a maximum of 28 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.

Post:	Research and Insight Manager
Location:	Currently home-based; with occasional travel to other locations around the UK.
Salary:	£36,163 rising to £40,915 (CTA Grade F)
Contract:	18 months Fixed Term Full-time; 35-hours per week (opportunities for flexible working considered)
Reports to:	Director for England
Direct Reports:	Research and Policy Officer

Purpose of Role:

The Research and Insight Manager will be responsible for developing and managing a programme of research to create insight and evidence to help us understand the trends and challenges (both current and future) for the Community Transport sector. They will lead on ensuring CTA use this evidence to effectively engage with key stakeholders and identify opportunities to improve awareness of the impact of CT services.

These important insights will inform CTA's strategic direction and guide activities designed to improve the understanding, attitudes and behaviours of the CT Sector and our key stakeholders.

Responsibilities:

Main responsibilities

- Strengthen CTA's understanding of the size, scope and characteristics of the CT sector including the type of services they deliver and the communities that are impacted.
- Undertake deep dives into relevant thematic topics to identify key trends and opportunities for the CT sector to be developed, engaged, or supported by CTA or other key stakeholders.
- Undertake insight to understand the awareness, attitudes and behaviours of the general public and communities of interest towards Community Transport, and detail what CTA and CT providers need to action to increase uptake of CT services.
- Work with other CTA team members to monitor emerging policy developments by using research to assess their likely impact on community transport and the potential to advance our broader interest in making transport more accessible and inclusive.
- Connect with other teams within CTA to ensure that the research and insights from this programme inform their activities and project development, including (but not limited to), marketing, fundraising, and advice provision.
- Manage internal stakeholder relationships, producing a range of high-quality research driven insights and recommendations which uses the evidence to influence decisions and campaigns.
- Scope, manage and deliver a range of high-quality research projects - commissioning external research suppliers as appropriate.

Stakeholders

- Establish and nurture positive and productive relationships with key stakeholders within political institutions, the transport industry, other representative bodies and the voluntary sector in England.
- Liaison with members and representatives of members (on Boards, committees etc.).
- Service partners and key influencers that deliver provision and activities across the CT sector in England.

Line Management

Provide coaching and development support which motivates and enables staff to achieve their individual objectives in with strategic objectives.

Other

1. Be administratively self-supporting.
2. Work some weekends and evenings as required.
3. Have the ability to travel as required.

General Organisational Responsibilities

Values	<p>Be an enthusiastic advocate for CTA’s values.</p> <p>Help to drive a ‘members first’ culture across CTA by ensuring policy work is aligned to the needs and aims of our members.</p>
Planning	<p>Ensure effective long-term plans are in place in England that support the delivery of our strategy – this will include a specific focus on work around championing community transport.</p> <p>Contribute to the development, implementation and delivery of CTA’s strategy and operational plans.</p> <p>Contribute to service evaluation and development by listening and feeding back membership data, stories, and intelligence.</p>
Reporting	<p>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.</p>
Participation	<p>Contribute to staff meetings, team meetings, and other meetings as required.</p> <p>Attend and contribute to the facilitation of CTA national events.</p> <p>Maintain own professional networks and promote CTA on a local and national level.</p>
Resources	<p>Use the resources of the organisation effectively, including delivering your own activities within the agreed budget.</p>

- 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

	Essential	Desirable
EXPERIENCE & QUALIFICATIONS	<ul style="list-style-type: none"> • Experience of designing, undertaking, commissioning, and presenting complex research studies • Experience of making a significant personal contribution to one or more research projects related to an area of social or public policy. • Experience of building strong working relationships with colleagues and partners at all levels (including senior leaders) to deliver actionable research. • Experience of representing an organisation externally through working groups, partnerships, and alliances. • Experience of ensuring that research follows co-production principles and has a strong user-led voice. • Evidence of qualifications and/or continuing professional development relevant to the scope of the role. • Experience of providing line management or coaching support to an individual or team enabling them to achieve personal and team goals. 	<ul style="list-style-type: none"> • Educated to degree level or equivalent in a research-led discipline

**KNOWLEDGE,
SKILLS &
ABILITIES**

- Good knowledge and understanding of qualitative and quantitative research and analytical techniques.
- Advanced knowledge of excel and/or other analytical software packages.
- Strong analytical skills and the ability to analyse complex information and issues and draw inferences from them relevant to the audience.
- Good research and report writing skills and evidence of applying these in a similar role and context.
- Excellent interpersonal and organisational skills, with an emphasis on collaboration and working well in a team.
- Confidence in speaking and presenting in public.
- Good understanding and empathy with issues facing groups within the community that are disadvantaged by poor accessibility and availability of conventional passenger transport services.
- Willingness to challenge the status quo and received wisdom to find more effective ways of delivering outcomes.
- Some working knowledge of the legal and political framework in which passenger transport and community transport operates in the UK.
- Good knowledge and understanding of the transport sector and experience of undertaking market intelligence in this sector.
- Good knowledge and understanding of the not-for-profit sector and experience of undertaking market intelligence in this sector.

**VALUES &
ATTITUDE**

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

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 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 leadership and management style.
- 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.

Please send your application via email to jobs@ctauk.org. If you would like an initial, informal discussion about the role, you can contact Caroline Whitney, Director for England via caroline@ctauk.org.

The closing date for applications is Thursday 30th March, 5pm.

Action	Date
Closing date for applications	5pm, Thursday 30 th March
Interviews	Wednesday 12 th April 2023