



# Community Transport Association

**Support and Engagement Executive (Scotland)**

**Recruitment Pack | April 2019**



## 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.

Best wishes

A handwritten signature in black ink that reads "Rachael". The signature is written in a cursive, flowing style.

**Rachael Murphy**  
Director for Scotland

## What is community transport?

Community transport is about doing more and doing better for people who cannot live as they wish, because they don't have good, affordable and accessible transport. It is also about recognising that some needs are best met through communities doing things for themselves.

Community transport provides flexible and accessible community-led solutions in response to unmet local transport needs, and often represents the only means of transport for many vulnerable and isolated people. These are older people who have limited mobility and can't leave the house by themselves; people with disabilities who lack the accessible transport they need to make it into town; and children and young people who struggle to get to school or access employment. They live across the UK, in rural and urban areas, and are our friends, our family and our neighbours.

Using everything from minibuses to mopeds, typical services include voluntary car schemes, community bus services, school transport, hospital transport, dial a ride, wheels to work and group hire services. And as community transport is always run for a social purpose and community benefit, never for a profit, it is often the most reliable, resilient and accessible way of ensuring the broadest range of transport needs can be met.



## About the Community Transport Association

**The Community Transport Association is a national charity and membership organisation that leads and supports thousands of local charities and community groups across the UK who deliver transport services that fulfil a social purpose and community benefit.** 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 and our mission is to achieve this through championing accessible and inclusive transport, connecting people and ideas and by strengthening our members and raising standards.

Through CTA's network we get privileged insights into the worlds of people whose lives and choices are diminished by not being able to get to the places they want or need to be. It is their everyday experience of rarely or never using public transport and not owning a car that we learn from and use to influence our work.

We do this through contributing to the formation of public policy that affects our members and our sector. We show how better outcomes are achieved for people and communities when they have access to accessible and inclusive transport. We create partnerships with like-minded organisations across all sectors. We manage a national programme of quality assured education and training. We provide comprehensive advice and guidance to those delivering community transport; and we take every opportunity to champion the vital and indispensable work that our members do.

Our Support and Engagement Executives are often the first line of support for our members, working with them to make sure they have access to all the services CTA has to offer.

### CTA in numbers

- We have around 1,600 members across the UK, with around 160 of these based in Scotland. Find out a bit more about our members at [ctauk.org/about-our-members/](http://ctauk.org/about-our-members/) or [ctauk.org/blog/](http://ctauk.org/blog/)
- You would be joining a team of 20 staff across the UK, two of whom are based in Scotland. Head over to [ctauk.org/team/staff](http://ctauk.org/team/staff) to meet the team!
- We have five offices; our main central office in Manchester with other offices in Belfast, Swansea, Rhyl and Edinburgh.
- We are governed by a board of 11 trustees, eight of whom are selected from the CTA membership. You can meet them at [ctauk.org/team/trustees/](http://ctauk.org/team/trustees/)
- We also have a Scotland Committee made up of members in Scotland and high levels of member engagement in shaping and supporting our work.
- Our annual income in 2017/18 was around £1.36m.

### We're driven by five values that shape everything we do:

- 1) We put members first  
(this is where you come in)
- 2) We lead with authority and responsibility
- 3) We prioritise mobility and accessibility
- 4) We champion volunteering
- 5) We think big

## Being a CTA Support and Engagement Executive

Central to everything we do at the Community Transport Association is putting our members first. We exist to support and champion the thousands of incredible charities, schools, youth groups, volunteer centres and other organisations across the UK who play a role in making transport more accessible and inclusive for those who need it.

As a Support and Engagement Executive, your job would be to have regular contact with these members, supporting them, championing the incredible work they do, and making sure they can access all the services that CTA has to offer them. It's a varied, hands-on role, working with passionate people in amazing charities that have a real, tangible impact on the lives and wellbeing of so many people.

Whether you're based in CTA's offices in Scotland, Wales, England or Northern Ireland, you'll be working with a great team of people. Meet two of your fellow Support and Engagement Executives below:



**Gemma Lelliott**

**Support and Engagement Executive, South Wales**

“Being new to the role myself I’m excited to support CTA members to deliver services which are a lifeline for their communities. Whether its training, support with recruiting volunteers, co-ordinating events, funding applications or awareness raising, so far every day has been different and I love the variety of the work and the people I’ve met. It’s a great job for a people person who wants to working with others to make a difference.”



**Stephanie Riches**

**Support and Engagement Executive, England**

“It is a privilege to spend my time supporting organisations who give so much to provide accessible and inclusive transport to their communities; building relationships and trust through conversations, training, development of tools and resources and much more. I find it extremely rewarding helping others to achieve social good in their own community and seeing the positive outcome for the people who use community transport.”



## Who are 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. Below you can find three organisations – a traditional minibus service, a volunteer car scheme and a wheels 2 work scheme – who are all CTA members.



### Badenoch and Strathspey CT – Aviemor

Badenoch and Strathspey Community Transport are a traditional community transport provider based in the rural area of Aviemor, 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 unobtainable. The African Community Centre, set up in 2017 with the support of CTA, aim to change this with accessible, affordable and understanding transport.



### 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.

## Job Description

**Post:** Support and Engagement Executive

**Accountable to:** Director for Scotland

**Location:** Edinburgh, Scotland

### **Purpose of role:**

To work with CTA members and other local stakeholders to support their work, champion community transport and promote CTA's services and activities.

### **Responsibilities:**

1. Maintain regular contact with CTA members and other groups committed to improving access and inclusion through transport to:
  - a. promote and improve engagement with 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 develop solutions to these needs, signposting to CTA services and third party services.
  - d. 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.
  - e. support initiatives to establish new local services.
2. Maintain regular contact with key local authority officials responsible for managing relationships with community transport in their area.
3. Engage with a wide range of stakeholders, including those in the political sphere and the wider charity and transport sectors, to promote the work of CTA and our members.
4. Make contact with newly appointed senior managers and other key positions within member organisations to introduce them to CTA and the benefits of membership.
5. Work with other Support and Engagement Executives to ensure that advice enquiries from members are managed effectively to agreed standards with high levels of customer satisfaction.

6. Find opportunities to attend and contribute to events, conferences and forums where groups of CTA members are gathering to promote CTA initiatives, gather insights and identify any current support needs they may have.
7. Promote the use of the CTA performance standards for community transport and provide support and advice to help members work to these.
8. Promote the use of MiDAS, CTA's national programme of quality assured education and training, to enhance driving standards and the safer operation of community transport services.
9. Where funding permits, organise and facilitate local learning and networking events for CTA members and other relevant stakeholders.
10. Contribute to the production of digital tools and resources aimed at supporting the development needs of community transport providers.
11. Contribute to the delivery of grant-funded programmes, commissioned projects and fee-earning services and being accountable for achieving targets relating to these.

### **Other duties**

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



## 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.

Skills
1. Excellent interpersonal skills and an ability to develop and maintain positive relationships with a wide range of stakeholders.
2. Ability to design and facilitate learning and networking opportunities.
3. Excellent written and communications skills and experience of applying these in creating information resources and reports.
4. Excellent planning and organisational skills and the ability to manage multiple priorities and projects.
5. Ability to use Microsoft Office applications (or equivalent) to a high standard.
6. Full driving licence (D).
Experience and Knowledge
7. Practical experience of working in or with charities and community groups to strengthen their services and relationships.
8. Experience of working with public sector bodies and supporting cross-sector collaboration.
9. Experience of at least three of these areas of activity which CTA may support members with: <ul style="list-style-type: none"> <li>• Charity governance.</li> <li>• Different types of charity funding and income generation methods.</li> <li>• Assessing and identifying organisational development needs.</li> <li>• Volunteer recruitment and retention.</li> <li>• Consultation and stakeholder engagement.</li> <li>• Partnership and relationship development.</li> <li>• Working with businesses.</li> </ul>
10. Experience of gathering information from stakeholders and using this to contribute to the development of policy and/or services.
11. Understanding of the different types of community transport services and the legal framework they work to (D). Training will be provided as part of your induction.

## Personal attributes

12. Empathy with issues affecting people and communities that are disadvantaged by a lack of accessible and inclusive transport.
13. Professional and positive attitude in managing working relationships.
14. Positive attitude to your own personal accountability for achieving agreed targets and outcomes, both financial and non-financial.
15. A natural curiosity about ideas and demonstrating originality and resourcefulness in your approach.
16. A flexible approach to work and the ability to travel throughout Scotland and other parts of the UK as required.

## 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 Scotland to CTA activities in other parts of the UK.

## 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 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 or at:
3. All documents must be completed electronically and submitted as attachments to an email sent to [Maxine@ctauk.org](mailto:Maxine@ctauk.org) by the deadline of 5pm on **02 May 2019**
4. If you have not been contacted by 03 May 2019 you have not been successful in progressing to the next stage of the recruitment process.

### Key dates to note

<b>Closing date for applications</b>	02 May 2019 at 12 noon
<b>Shortlisting date</b>	03 May 2019
<b>Date of interviews</b>	14 May 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](mailto:info@ctauk.org) in the first instance. One of the team will arrange for the appropriate staff member to contact you.