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**Community Transport Glasgow**

**SUPPLIER DEVELOPMENT OFFICER POST**

**Recruitment Pack**

**July 2021**



**Dear applicant,**

Thank you for your interest in this post and for taking the time to read this information pack. We hope this exciting role catches your imagination and that you are encouraged to apply.

Community Transport Glasgow (CTG) is a charity and company limited by guarantee and was established to provide relief to communities of Glasgow and its environs, who are in need due to age, mobility, mental and physical disability, illness and poverty. This is achieved by providing affordable, reliable, accessible transport solutions to the local communities we serve.  CTG is one of the largest Community Transport Charities in Scotland.

Our transport solutions are tailored to the needs of people who have difficulty accessing public transport. The demographics of the local communities we provide transport solutions for include older adults, those with a disability or mobility issues and those who are socially excluded.

In terms of transport solutions provided, CTG delivers just about every type of transport that community transport operates. This includes group transport to local voluntary and community groups, community bus registered timetabled services, assisted support for learning school transport and demand responsive transport solutions - that assists individuals to access local services.

Since March 2020, CTG has been working in collaborative partnerships with a range of organisations in Glasgow Food Programme to tackle the growing issue of food poverty. During the Covid-19 crisis, CTG was identified as an anchor organisation due to being an experienced transport provider with a remit to develop partnerships with other Third, Community and Commercial Sectors to assist with transport and logistic challenges.

One of the key collaborative partnerships developed was with the Scottish Pantry Network. This partnership has developed with CTG providing both passenger and non passenger transport solutions to the Network and its member Pantries throughout Glasgow.

Both organisations are continuing to work in partnership as we look to develop a long-term sustainable strategic partnership. Part of this is to develop a supplier and logistics framework for the pantry model to get more food into the surplus supply chain to help stop food going to landfill and to ensure the pantries are fully stocked so that people can access low cost healthy food.

Therefore, we are recruiting a Supplier Development Officer to be part of our team. The Officer will work closely with the Scottish Pantry Network. The following is included in this information pack to help you with your application:

* Background to Community Transport Glasgow
* Background to the Scottish Pantry Network
* Job Description
* Person Specification
* How to Apply
* Dates to Note

If you like the sound of this challenge and want to be part of something that makes a difference to people’s life, have a good understanding of food poverty and insecurity, able to work across a number of partners and have project development skills and want to assist people, then we’d love to hear from you.

**About Community Transport Glasgow**

CTG’s **vision** is for increased and enhanced community transport services across Greater Glasgow, which are more frequently used by people isolated through location or circumstance, in order to improve their quality of life; and to widen the social and economic impact of community transport in these same communities.

CTG’s **mission** is to provide quality, sustainable and reliable community transport and related services to meet the needs of local communities across Greater Glasgow.

This will be achieved by:

1. Promoting the community transport sector to communities, funders and service commissioners, through evidence based research
2. Developing and delivering a range of different community transport services locally, across Greater Glasgow, to socially or geographically isolated communities
3. The development of a Training and Learning Centre that will provide training courses and programmes that cover the specific skills and qualifications required of those working or volunteering with organisations providing transport of one form or another
4. The establishment of a Transport Co-ordination Centre that will provide a single point of contract for communities to access transport solutions.

In these ways we seek to improve the transport options available to communities, and the standards of service and vehicles used in the provision of this transport. Also, we will use our day-to-day operations to achieve a wider impact in our community through creating a range of training, employment and volunteering opportunities.

From the range of transport solutions that CTG provides:

* 75,000 passengers make use of services annually
* 125,000 passenger journeys are carried out annually
* 70 local voluntary and community groups are members of CTG
* 75% are older adults aged over 65
* 15% are those with a mobility or disability
* 10% are young people

**About the Scottish Pantry Network**

The Pantry Network’s **vision** is to create a sustainable network of Pantries across Scotland providing a holistic and dignified approach to food insecurity using quality foods that will empower individuals and communities to help each other and themselves; and hubs that will provide holistic wrap around services to the whole community.

The Network’s **mission** has a number of key elements, these are:

* The prevention of poverty and the relief of financial hardship by providing food security to those who need it most.
* The advancement of community development by acting on behalf of the network of Pantries.
* Influencing strategies and priorities by lobbying government, providing a regulatory function, and sharing best practice across the Network
* Advancement of environmental protection by reducing food waste locally and nationally.
* Advancement of learning by increasing access to skills, training, and employment opportunities.
* Advancement of health by improving health and wellbeing outcomes.
* Relief for those in need by providing access to key support including money advice, credit unions, housing, health, employment, and training.

TSPN is still in its infancy, but is growing quickly. There is currently 6 pantries open in Glasgow, 1 Inverclyde with a further 5 in progress across the country.  We aim to develop the pantries further having at least 2 in every part of the country. We plan to develop our pantries to be key players in reducing surplus food, being a conduit to get healthy low-cost food direct to our communities as well as providing food education.

*Pantry Model*

The Scottish Pantry Network’s creative model and strengths-based approach is designed to address the issues of poverty by facilitating an alternative to the Foodbank model by offering an engaging and tailored “shopping experience” a Pantry will open and function like a normal shop and will not operate limited and restricted hours; our agile and flexible model recognises that people and communities have other commitments that mean they need access to shopping at varying times including evening and weekends. In addition, and critically access to a Pantry is not based on need and does not require anyone to explain their circumstance; memberships are open to everyone in the community. This approach is designed to be inclusive and not to differentiate as well as helping the Pantry to be a local food outlet and not somewhere you go for food support. To further ensure that the Pantries are integrated and embedded in local communities with dignity they will be designed around shopfronts that not only help with access but will increase footfall and membership.

Our model is based on a membership system whereby for a £2.50 membership, shoppers will get between £10 - £15 worth of quality food, in addition memberships are not limited which enables families to purchase multiple memberships further providing choice and flexible access to products.

To ensure that the Pantry extends its reach across communities and can be the catalyst for increasing community engagement, community transport, connectedness, and developing community wealth, they will be designed to act as a “hub” and a conduit for local services and provision. The “hub” will not be limited to being a touchpoint for key services such as NHS and Money Advice but also employability, community events, youth engagement, creative arts and media; it is important that the” hub” is engaging, inclusive, informative and fun! And reflecting local need, demand, interest, aspiration, and inspiration, and all age groups.

Pantries are open to individuals from across communities and are designed to be a place to meet and socialise further reducing the risk of social isolation and community disconnection. The Pantry blueprint has key components which we recommend are embedded in the planning, design, and implementation phase, all of which should have community consultation as a golden thread:

* Providing training for volunteers in customer care, health and safety, food hygiene and providing experience in hospitality and retail, further assisting with progression into training and employment (links to training providers, and employers and colleges, volunteer organisations)
* Reducing carbon footprint and negative environmental impact. A large proportion of surplus food which is utilised and redistributed by Pantries would normally end up in Landfill sites
* Empowering communities through community engagement and active participation form planning and design through to implementation and growth
* Offers learning experiences including cooking, food preparation, “pop” and “street” foods
* Provides “free space” for individuals and groups to use further reducing isolation and increasing opportunities for creative engagement
* Attracting footfall to local business
* Work with local growers and suppliers

**Job Description**

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| **Job Title:** | Supplier Development Officer |
| **Reports To:** | Manager, working closely with the Operational consultant of the Scottish Pantry Network |
| **Salary:** | £26,265 pro rata |
| **Hours:** | 21 hours per week |
| **Contract Period:** | Fixed to 31 March 2022, extension will depend on funding |
| **Job Purpose:**  To develop a supplier and logistics framework for the pantry model to get more food into the surplus supply chain to help stop food going to landfill and to ensure the pantries are fully stocked so that people can access low cost healthy food. This will include being responsible for working within the ‘TSPN’ programme to support Pantry development and expansion across Scotland. They will provide local partners with training, advice and support to set up operationally successful pantries within the network; support funding applications for Pantry start-ups; and proactively seek out potential new Pantry partners across the country. | |

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| **Key Responsibilities:** | **Pantry development**   * Identify potential groups or organisations who could open and run a Pantry. * Build relationships with these groups to provide ongoing support for the opening of a new Pantry. * Train and mentor local partners to assist with development of the volunteer teams. * Support new Pantries with funding applications.   **Promoting ‘TSPN’ and engaging potential new Pantry partners**   * Respond to requests for information, help and support from potential new Pantry partners. * Pro-actively seek out potential new Pantry partners through social housing, local government, church and other community-based networks. * Make presentations and give talks as required. * Promote TSPN via social media and print channels. * Work in partnership with CTG to assist in developing transport and logistics framework for current and new pantries.   **Project management and development**   * Report as required for management and funder purposes. * Play an active role in TSPN development and work closely with partners in Scotland, including Fareshare. * Contribute to designing an evaluation of the impact of Pantries. |

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| **General Duties:** | * CTG has a Health & Safety Policy, a copy of which is available in the Staff Handbook. Employees are expected to read this policy and take all necessary steps to comply. It is a condition of employment that the employee works safety, having regard to themselves and those around them. The employee must also comply with all CTG procedures and practices from time to time relating to health and safety matters. Any failure to do so may result in disciplinary action being taken against the Employee. * Employees will be expected to undertake any reasonable request. * Employees are expected to work collaboratively with colleagues and ensure effective teamwork. |

**Person Specification**

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| **Job Title:** | Supplier Development Officer |

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| **Criteria** | Essential | Desirable |
| **Skills/knowledge** |  |  |
| Knowledge and/or experience of community food projects and initiatives |  | √ |
| Knowledge and understanding of social franchising or business acumen |  | √ |
| A self-starter who is good at initiating relationships and activities. Excellent networking skills | √ |  |
| Strong interpersonal and communication skills including verbal, written and presentational. | √ |  |
| Flexible and able to adapt to a range of individuals, organisations and approaches. | √ |  |
| **Experience** |  |  |
| Experience in project management and delivery | √ |  |
| Experience of building partnerships and relationships across a wide range of organisations and individuals | √ |  |
| **Work related circumstances** |  |  |
| Willingness to work flexibly, including some evenings, weekends, and Scotland wide travel, including occasional overnight stays | √ |  |
| Full UK Driving Licence |  | √ |

**How to Apply**

Please ensure you read the Job Description and Person Specification prior to completing your application form. The hiring manager will shortlist an application for interview based on its content, therefore it is in your best interests to ensure you submit a fully and appropriately completed application.

You should send your completed Application Form and Equality Monitoring Form either by e-mail to [l.obrien@ctglasgow.org.uk](mailto:l.obrien@ctglasgow.org.uk) or by post marked Private and Confidential to:

Community Transport Glasgow

Annick Industrial Estate

Block 1, Unit 5

43 Sandilands Street

Glasgow

G32 0HT

You will receive confirmation that your application submission has been received when you submit your application form. When we begin to process your application, you will receive an email or telephone call from Community Transport Glasgow confirming receipt. If you have not received a confirmation within 3 working days from the closing date, please email [l.obrien@ctglasgow.org.uk](mailto:l.obrien@ctglasgow.org.uk).

Unfortunately, we may not be able to write to applicants who are not successfully shortlisted for interview due to the volume of applications. If you have not received an invitation for interview within 10 days of the closing date please assume on this occasion you have been unsuccessful. We hope this will not deter you from applying again.

Community Transport Glasgow **does not accept** a CV, unless a CV has been specifically requested as part of the recruitment process.

**Dates to Note**

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| Closing date for Applications | 6 August 2021 |
| Shortlisting of Applicants | 9 August 2021 |
| Interviews | W/C 9 August 2021 |