

Recruitment Pack

Director for Scotland



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.

Our mission at CTA 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.

In Scotland we have around 150 members across the country, in our cities, our rural areas, and our islands. The diversity and incredible efforts of all members, particularly during the pandemic have been inspiring and make advocating for the sector especially meaningful.

Like many organisations and sectors, the pandemic has presented community transport with some challenges but their passion and resourcefulness have shone through in ensuring their users have stayed connected and been able to access the essentials. The role of community transport remains as important as ever and we will have a critical role in helping our members rebuild and thrive in Scotland.

In the role, you will work closely with the whole CTA team, Scottish Government, in particular Transport Scotland, and a wide range of other stakeholders. To flourish in this role, you need to be excited to learn, always be looking for new opportunities for members, and ready to lead confidently in an ever changing transport sector.

Whilst the role has a strong policy focus, you'll enjoy a really diverse range of activities, including speaking engagements, shaping resources for members, managing successful relationships and being part of new initiatives across Scotland. If you like the sound of this challenge and have the qualities and potential to rise to it, then we'd love to hear from you.

Best wishes,



Bill Freeman
Chief Executive



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 create and delivery of services are integral to this.

Services are person-centred 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 to creating positive change or managing complex situations, as we are today with coronavirus.



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 unobtainable. 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.





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 - Interim 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."

**Dylan Gallanders
Training Development Manager**

CTA has approximately

1,200

members across the UK, with around 150 of these being in Scotland

We also have

20

staff members across the UK

**We are based
across**

5

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

We're governed by a board of

11

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

Our annual income in 2019/20 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 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.



Chief Executive

	Policy & Nations	Member Services & Programmes	People and Operations
UK Wide	Director of Policy & Nations Policy Executive	Director of Member Services Development Officer (x2) Training Development Manager	Director of People & Operations Marketing & Comms Manager Marketing & Comms Executive Finance Officer Senior Administrator Administrator
Northern Ireland	Director for Northern Ireland		
Scotland	Director for Scotland	Development Officer (x2)	
Wales	Director for Wales	Development Officer (x2) Wales Transport Strategy Lead	

Contracted Support

Director of Finance
 Finance Manager
 Governance Clerk
 HR Advisor



Working at CTA

Rewards and Benefits

- Remuneration package comprising an annual salary starting at £34,087 with annual increments up to £38,566 (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 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.

Post:	Director for Scotland
Location:	Flexible with an expectation that a reasonable amount of time will be spent in Edinburgh with travel to our other offices and locations across the UK.
Salary:	£34,087 - £38,566 (CTA Grade F)
Contract:	Full-time; 35-hours per week (opportunities for flexible working considered)
Reports to:	Chief Executive
Direct Reports:	Development Officers in Scotland

Purpose of Role:

To ensure that CTA is effective and influential in relation to transport policy-making and decisions in Scotland.

The post holder will lead the development and delivery of CTA's research, policy and public affairs work in Scotland. They will make sure our policy is designed to create value for our members and further their aims. The role will innovate and seek creative transport solutions and policy options. These solutions will be fit for the specific context in Scotland but must also be aligned to wider UK policy work and developments across all of the devolved countries.

Responsibilities:

Main responsibilities

- Develop and deliver a high-performing policy and public affairs function in Scotland.
- Scrutinise emerging policy developments and assess their likely impact on community transport in Scotland and CTA's broader interest in making transport accessible and inclusive for all.
- Gather insights and intelligence from our members to support the development and delivery of CTA policy and public affairs activity in Scotland and across the UK.
- Identify and nurture opportunities for members to be involved in the delivery and execution of policy to ensure member engagement in, and alignment with, our policy agenda.
- Lead the development of CTA responses to national consultations, policy reports and publications and monitoring / reporting the outcome of these.
- Provide policy briefings, analysis and summaries of changes to transport policies and legislation and the effect on CTA members in Scotland for internal and external audiences.
- Identify opportunities in Scotland for CTA to raise the profile of community transport and our broader interest in making transport accessible and inclusive for all.
- Participate in working groups and partnerships to contribute to the development of transport policy and relevant social/public policy in Scotland.
- Attend and speak at events and conferences organised by CTA and other organisations in order to champion community transport in Scotland.

- Draft relevant content for CTA communication channels.
- Work with Director of Member Services to ensure that CTA has sufficient resources to work with our members and other operators in Scotland to promote high standards of practice in community transport and support them to deliver excellent services.
- Identify and evaluate opportunities for funding and future fee-earning prospects.

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 Scotland.
- Work with, and support the development of, the Scottish Member Advisory Board to ensure members are informed of, and engaged in, key developments and decisions related to our policy and public affairs work in Scotland.
- Maintain a database of key public affairs leads and contacts in Scotland and ensure relationships with them are managed and monitored effectively.
- 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 Scotland.
- Funders and commercial partners, where required.

Other

- Be administratively self-supporting.
- Work some weekends and evenings 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 Scotland 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	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.
Participation	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:

	Essential	Desirable
EXPERIENCE & QUALIFICATIONS	<ul style="list-style-type: none"> • Substantial experience of working within a policy / public affairs environment. • Successfully managing external relationships at a senior level on behalf of an organisation. • Substantial experience and knowledge of working with Ministers, members of Stormont, Local and public bodies. • Gathering insight and intelligence from stakeholders and using this to inform the development of policy and/or services. • Contributing to the development of policy, ideally in relation to disadvantaged or underrepresented groups. • Aligning policy development work to organisational strategy. • Leading and participating in collaborative endeavours with other organisations through partnerships and alliances. • Evidence of continual professional development. 	<ul style="list-style-type: none"> • Working in or with the community transport sector and/or issues related to transport policy / services. • Working within a membership and/or voluntary sector environment. • Working with and supporting a Board and/or decision-making committees. • Working with politicians and public bodies. • Relevant qualification to the role i.e. public affairs, policy development, research methods, campaigning etc.

**KNOWLEDGE,
SKILLS &
ABILITIES**

- Strong IT and digital skills – including MS Office and digital communication tools.
- Excellent writing skills and experience of applying these in creating policy, guidance, reports and funding bids.
- Ability to analyse complex information and issues and draw inferences from them relevant to the audience.
- Excellent interpersonal skills.
- Excellent organisational skills – the ability to work on own initiative and prioritise workload.
- Good working knowledge of the legal and political framework in which public transport and community transport operates in Scotland.
- Effective public speaker, with the ability to create a rapport with a range of different audiences.
- Data analysis and management information skills.
- Good attention to detail and able to produce work with a high-level of accuracy.
- Basic knowledge of charity governance requirements.

**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 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 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, information discussion about the role, you can contact Bill Freeman, Chief Executive via bill@ctauk.org or Rachael Murphy, our current Director for Scotland via rachael@ctauk.org.

The closing date for applications is Friday 13 August

Action	Date
Closing date for applications	Friday 13 August – 17:00
Notice of interviews	Before the end of the day Wednesday 19 August
Interviews and selection	Wednesday 25 August