



BUSINESS TRANSFORMATION MANAGER

JOB DESCRIPTION AND PERSON SPECIFICATION

An Introduction to Lothian Community Transport Services

Our charity, Lothian Community Transport Services (LCTS), is on an exciting journey to transform itself so that it can better serve our community. Our dedicated and passionate team is expanding and we need more talented people. People like you?

We are looking forward to creating a sustainable future, building on our proud history. Central to this future vision is development of business growth opportunities that will maximise the capability of LCTS' people and its vehicle fleet.

We are an independent charity that has operating bases in Edinburgh and Midlothian and are passionate about enabling people – including those that are isolated - to lead a fuller life and have been providing safe, high-quality accessible transport for groups in Edinburgh and Midlothian for over thirty years. LCTS also provides scheduled community bus services in remote parts of Midlothian. In addition, LCTS has a deserved, enviable reputation throughout Scotland and beyond for providing premium driver training through our wholly owned subsidiary, Transport Training Skills (UK) Ltd. (TTS). But we want to do more.

Position Overview

| | |
|--------------|--|
| Job Title: | Business Transformation Manager |
| Job Type: | Full-time, one-year contract - with possibility of extension based on continuation of funding. |
| Hours: | 35 Hours per week. |
| Salary: | £30,208 – £35,621 per annum, plus contributory pension (6%). |
| Holidays: | 28 days Annual Leave, plus 7 days statutory public holidays. |
| In Addition: | Flexible/hybrid working; informal work environment; free parking; cycle to work scheme. |

Job Function

As an exciting and critical new post for our charity, the Business Transformation Manager will play a leading role in delivering our approach of 'transport for all,' combined with creating a sustainable future for the charity.

The purpose of the role is to support the overall development of LCTS, support the delivery of its business plan and to ensure its sustainability going forward, in order to ensure the organisation can continue to improve the lives of people using LCTS services. You should be comfortable being both strategic and operational as we are a small organisation, supported by part-time staff and volunteers. You will contribute to the successful implementation of our new strategic plan and make sure that the organisation builds on its current capacity. We have a good network of partners and you will be expected to work effectively with these organisations and develop the partnerships further.

Key Functions

- To contribute to the implementation of our strategic plan and make sure that the organisation builds on its current capacity.
- To lead the communication, engagement and partnership functions with members, customers, stakeholders and other identified partners and agencies.
- To identify and develop new members and customers of LCTS.
- To identify and develop new customers of transport training services provided by LCTS.
- To assist in the development and marketing of new products and services for LCTS.
- To contribute to delivering participation targets for community transport services provided by LCTS and to collaborate with local partners across the Lothians to agree specific implementation plans.
- To assist in implementing appropriate monitoring systems across LCTS.

- To produce regular performance reports as appropriate.
- To undertake other activity as directed by the Chief Executive Officer.

Generic Responsibilities

- To promote a positive image of LCTS in all dealings with internal and external contacts.
- To adhere to LCTS financial guidelines and maximise the resources of LCTS at all times.
- To ensure the protection of confidential information and to adhere to the policies and procedures of LCTS.
- To be willing to work outside normal office hours, including evenings and weekends when required, in order to meet the requirements of the role and to contribute to and/or staff LCTS event(s) where required.
- To conduct other appropriate duties across the organisation as requested by the Chief Executive Officer.

Application Process

- For an informal discussion around the role, please contact Douglas Bryce, Chief Executive Officer, on 07719 049251, or Kenny Duncan, Operations Manager, on 07778 751749.
- Please include a covering letter (maximum of two sides of A4) demonstrating how you believe your knowledge, skills and experience fit with the job description and person specification, along with a current CV (maximum of two sides of A4).
- We would also request that all applicants complete and submit an Equal Opportunities Form.
- Please send your application under confidential cover to info@lcts.org.uk, with the email subject: “BTM Recruitment” and be received by 0900 hours on Monday 6 June 2022.
- The successful applicant, by start of employment, must have the right to live and work in the U.K.
- It is anticipated that interviews will take place on Tuesday 21 June 2022.

Location

Lothian Community Transport Services (LCTS) has its office base at 200 Sir Harry Lauder Road, Edinburgh, EH15 2QA. LCTS is open to flexible/hybrid working for the role, although please note that attendance at the office on a regular basis will be a requirement, as will occasional travel across the Lothians.

Equality

LCTS is an equal opportunities employer and is determined to ensure that no applicant is discriminated against on the grounds of gender, gender reassignment, sexual orientation, marital or civil partner status, pregnancy or maternity, race, colour, nationality, ethnic or national origin, religion or belief, disability, or age.

LCTS is happy to consider any reasonable adjustments or support you may need throughout the selection process.

Education, Knowledge, Skills and Experience

| Education, Knowledge, Skills & Experience | Essential | Desirable | Method of Assessment |
|---|-----------|-----------|---------------------------|
| Educated to HND level. | ✓ | | Application |
| Educated to Degree level. | | ✓ | Application |
| Experience of developing third sector organisations and developing and supporting delivery of new projects. | ✓ | | Application and Interview |
| Experience of member and community engagement and able to network and work in partnership with national and local partners. | ✓ | | Application and Interview |
| Experience of leading and co-ordinating work and have excellent communication skills. | ✓ | | Application and Interview |
| Experience of leading and co-ordinating social media campaigns. | ✓ | | Application and Interview |
| A self-starter who is able to initiate and take forward work with support from the CEO. | ✓ | | Application and Interview |
| Entrepreneurial in nature and bringing forward new projects that can generate an income for LCTS and/or deliver on our charitable objectives or both. | ✓ | | Application and Interview |
| A high level of computer literacy, to include a comprehensive understanding of Microsoft Office and other software packages. | ✓ | | Application and Interview |
| Demonstrable experience of having worked in a customer-focussed role. | ✓ | | Application and Interview |
| Experience of working as part of a cohesive team. | ✓ | | Interview |
| Knowledge and/or experience of the community transport sector. | | ✓ | Application and Interview |
| Experience of working with volunteers. | | ✓ | Application and Interview |

Personal Attributes

| Personal Attributes | Essential | Desirable | Method of Assessment |
|--|-----------|-----------|---------------------------|
| Excellent written and spoken communication skills. | ✓ | | Application and Interview |
| An enthusiastic, motivated, and resilient self-starter with initiative, drive, and commitment. | ✓ | | Interview |
| A willingness to learn and to work flexibly to meet the requirements of the role. | ✓ | | Application and Interview |

| | | | |
|--|---|--|---------------------------|
| A willingness to undertake additional duties aligned to the role and/or across the organisation. | ✓ | | Application and Interview |
| Willing to work evenings and weekends on occasions. | ✓ | | Application and Interview |
| Hold a full driving licence. | ✓ | | Application |