



**Community Transport Glasgow**

**PROJECT MANAGER: MOTABILITY  
FOUNDATION**

**Recruitment Pack  
November 2023**

**Funded by:**  
Motability Foundation

**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.

Following successful a funding bid to the Motability Foundation, CTG is embarking on an exciting new 3 year project. This new project with MF will, through transport solutions, be a social connector, enabling people to get out and about within their local community, access the healthcare they need, participate in activities and social events, reduce social isolation and loneliness and increase people's physical and mental wellbeing.

The Project KPIs are as follows:

- To increase capacity in order to fulfil demand for group transport from voluntary organisations in and around Glasgow who support passengers with disability or mobility issues.
- To increase capacity of GCT in order to provide additional Assisted Support for Learning School Transport
- To provide Transport to Health, including increasing capacity to enable transport of Cancer Renal patients
- To provide Demand Responsive Transport solutions for Hoppa Shoppa trips

Therefore, we are recruiting a Project Manager lead, manage and develop this project in its entirety.

The following is included in this information pack to help you with your application:

- Background to Community Transport Glasgow
- 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 the lives of disabled people in Scotland then we'd love to hear from you. Come and be part of something brilliant!!

## 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:

- a) Promoting the community transport sector to communities, funders and service commissioners, through evidence based research
- b) Developing and delivering a range of different community transport services locally, across Greater Glasgow, to socially or geographically isolated communities
- c) 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
- d) The establishment of a Transport Co-ordination Centre that will provide a single point of contact 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

## Job Description

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|-------------------------|--|
| <b>Job Title:</b>       | Project Manager  |
| <b>Reports To:</b>      | CEO  |
| <b>Salary:</b>          | £35,000  |
| <b>Hours:</b>           | 35 hours per week  |
| <b>Contract Period:</b> | Fixed Term Contract for 3 years  |
| <b>Working pattern:</b> | Hybrid - with more days working in the office per week than at home  |
| <b>Job Purpose:</b>     | <p>The Project Manager will lead, manage and develop all aspects of CTG's Motability Foundation project right from the very beginning and for the project's 3 year duration.</p> |

## RESPONSIBILITIES

### Strategic responsibilities aligning to the Motability Foundations' Desired Outcomes and Conditions of Grant

- Set up CTG's Motability Foundation project, as per the conditions of grant and the approved Project Plan (November 2023)
- Ensure CTG sets a good example for community transport and shares best practice and knowledge with partners and other community transport organisations across Scotland
- Facilitate increased partnerships and collaboration for community transport across Scotland's Third Sector
- Using traditional and digital media, promote CTG's sector leading community transport solutions to Scottish Government, Local Authorities, Health Boards, schools, voluntary organisations and the public, leading to positive engagement across all these stakeholder groups, with the aim of community transport being built into the Scottish Government's Programme for Government
- Develop case studies to promote the services CTG is providing as a result of the MF grant, the impact they are having and the MF's charitable activities
- Share knowledge about CTG's The Hub transport co-ordination centre across the existing community transport sector and support the establishment of other community transport organisations across Scotland by creating and promoting a *Step by step guide to setting up Community Transport in your area*
- Expand CTG's unique Hub offering as a transport co-ordination centre beyond existing partnerships, to build on The Hub as a sector leading co-ordination operation and to expand and integrate community transport into Glasgow's transport planning
- Identify develop and manage the expansion of routes and services for disabled people, as outlined by the project's KPIs, that are efficient and reliable
- Identify staff and volunteer driver's training and development needs and collaborate with CTG's Employability and Training Manager to fulfil them, to ensure drivers have sector leading skills, attitudes and behaviours towards passengers with disabilities
- Monitoring progress of the project, taking corrective action as required. In addition, ensuring reporting against project KPIs is undertaken as requested by the funder, which includes accounting for the social value of the community transport provided by using the Ealing Community Transport's Social Value Toolkit which has already been purchased by CTG

## **Operational responsibilities**

- Leading all operational requirements of the project, for example, but not limited to:
  - Working in collaboration across CTG's staff team to ensure the best outcomes in the most efficient manner for the project
  - Liaising with partners and individual clients, ensuring customer satisfaction and manage and resolve any issues
  - Liaising with The Hub (CTG's transport co-ordination centre) in relation to the booking and planning of journeys
  - Devising and delivering effective volunteer recruitment campaigns for drivers
  - Delivering a comprehensive induction process for all drivers
  - Liaising with CTG's Employability and Training Manager to ensure the drivers are trained and have ongoing L&D
  - Providing support to the drivers and volunteers
  - Monitoring and recording data and insights using required tools and software in order to be able to report to funders and demonstrate evidence of impact to other stakeholders and partners
- We believe in knowledge sharing and collaboration. The role will also involve developing and producing a step by step guide of the project, identifying barriers, issues and successes as a guide for other community transport organisations wishing to work with the Motability Foundation
- Undertake any other reasonable requests, as required by the role in order to meet the conditions of the grant

## **Please note**

- Employees are expected to work collaboratively with colleagues and ensure effective teamwork
- CTG has a Health and 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 safely, having regard to themselves and those around them. The employee must also comply with all CTG procedures and practices relating to health and safety matters. Any failure to do so may result in disciplinary action being taken against the Employee

## Person Specification

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|-------------------|--|
| <b>Job Title:</b> | Project Manager: Motability Foundation |
|-------------------|--|

| <b>Requirements</b>                  | <b>Essential</b>   | <b>Desirable</b>  |
|--------------------------------------|--|---|
| <b>Knowledge Required</b>            | <p>Knowledge of the third sector, particularly around people with disabilities and the challenges they often face</p>  | <p>Understanding of the Community Transport Sector</p> <p>Knowledge of the Health and Social Care sector</p>  |
| <b>Experience Required</b>           | <p>Experience of leading, managing, monitoring and reporting on grant funded projects</p> <p>Experience of leading and managing multi-dimensional projects</p> <p>Partnership working and stakeholder engagement</p> <p>Influencing policy and government and Local Authority decision makers</p> <p>Developing and managing impactful marketing and communications activity with demonstrable results</p> | <p>Experience working with people with disabilities</p> <p>Knowledge and/or experience of social return on investment and use of social value tools</p> |
| <b>Skills and Aptitudes Required</b> | <p>Leadership skills</p> <p>Internal and external collaboration; and cross functional team working</p> <p>Data driven continuous improvement</p> <p>Highly organised and the ability to prioritise tasks</p> <p>Verbal and written communication skills</p>  |   |
| <b>Personal Qualities Required</b>   | <p>Strong interpersonal skills and the ability to deal with a diverse range of people</p>  |   |

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|  | Relationship building and networking<br><br>Innovative team player<br><br>Able to be agile and to work flexibly<br><br>Always goes the extra mile |  |
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**How to Apply**

To apply for this role please complete *both* an Application Form and an Equality Monitoring Form. *We do not* accept CVs.

Please ensure you read the Job Description and Person Specification prior to completing your application form. We will shortlist candidates for interview based on the content of their applications only, therefore it is in your best interests to ensure you submit a fully and appropriately completed application. Incomplete applications will not be considered.

You should send your completed Application Form and Equality Monitoring Form by e-mail to HR@ctglasgow.org.uk

You will receive email confirmation of receipt of your application upon submission. 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 to CTG in the future.

**Dates to Note**

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|---|------------------------------|
| Closing date for Applications   | 5pm, Friday 16 February 2024 |
| Interviews - these will be in person at CTG offices in Shettleston in Glasgow | TBC thereafter               |