



**Cymdeithas  
Cludiant  
Cymunedol  
Community  
Transport  
Association**



# **Community Transport Association**

## **Project Support Executive**

### **Recruitment Pack**

**November 2017**

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## 1. Introduction to CTA

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 Wales is integral to this. We have around 100 members and many other stakeholders across Wales that all help to provide accessible and inclusive transport solutions in their community.

CTA is funded by the Welsh 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.

We have also secured funding through the Welsh Government Rural Communities – Rural Development Programme 2014 – 2020, which is funded by the Welsh Government and European Union to deliver the *Connecting Communities in Wales* project over a period of five years. This project is a fantastic opportunity to bring together transport providers, facilitate partnerships and bring new initiatives to life.

This project provides a unique opportunity to raise the profile of community transport and build capacity across the sector to help operators realise their potential for the benefit of rural communities. Working with a wide range of stakeholders, we hope to develop innovative solutions that will enhance the transport offer for many, connecting rural communities.

If you like the sound of this challenge and have the credentials and self-confidence to rise to it, then we'd love to hear from you.

Come and be part of something brilliant.

Best wishes,



Bill Freeman  
Chief Executive



Christine Boston  
Director for Wales

## 2. About the Community Transport Association

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.

**Our mission** is to realise our vision through three strategic priorities:

1. Championing accessible and inclusive transport
2. Connecting people and ideas
3. Strengthening our members and raising standards

### Our five values shaping how we work

- We put members first
- We lead with authority and responsibility
- We prioritise mobility and accessibility
- We champion volunteering
- We think big

### CTA in numbers

- We have around 1,600 members across the UK, with around 100 of these based in Wales.
- We are governed by a board of 11 trustees, eight of whom are selected from the CTA membership. We also have a Wales Committee made up of members in Wales and high levels of member engagement in shaping and supporting our work.
- We currently employ 16 staff across the UK, four of whom are based in Wales.
- We have five offices; our main central office in Manchester with other offices in Belfast, Swansea, Rhyl and Edinburgh. We also have two members of staff who are home-based.
- Our annual income in 2015/16 was around £1.1m.

### 3. Job description

|                        |   |
|------------------------|---|
| <b>Post:</b>           | Project Support Executive               |
| <b>Accountable to:</b> | Project Manager                         |
| <b>Location:</b>       | Currently South Wales, Swansea, Clydach |

#### Purpose of role:

In this role, you will support the successful delivery of the Connecting Communities project which seeks to develop innovative transport solutions for people and communities that are disadvantaged by a lack of accessible and inclusive transport.

Aside from championing community transport as an accessible and inclusive solution, the project will:

- Create and manage Transport Innovation Networks in north and south Wales.
- Produce a needs analysis to identify gaps in the current transport offer.
- Develop and deliver a comprehensive training and capacity building programme.

As part of an all-Wales team, working with other colleagues across the UK, especially in our central office in Manchester, you will ensure robust administrative procedures and record keeping in line with funding requirements and CTA's own internal requirements. You will provide support for networks, training and events which will include booking venues, catering and other as required.

As required by the team, you will produce reports and other materials to monitor progress towards the projects goals and communicate success.

#### Responsibilities:

##### Project administration

- Support the effective delivery of the 'Connecting Communities' project, working closely with the Project Manager to ensure the team is able to achieve the project goals.
- Support the development and delivery of events and training by managing bookings and ensuring the correct resources.
- Administer meetings as required and represent the project at events and networks.
- Ensure accurate record-keeping and reporting in line with funder requirements.

## Stakeholder management

- Support the Project Coordinators to develop Transport Innovation Networks, arranging bookings and liaising with partners.
- Liaise with partners and stakeholders to arrange meetings and ensure attendance at events.
- Liaise with key contacts to promote project achievements and encourage engagement.

## Data and Information

- Handle data and produce reports according to project requirements.
- Develop communications and presentations to promote the project, sharing aims and achievements.
- Draft papers and reports to support the Project Manager.

## 4. 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.

| Experience and knowledge   |
|--|
| 1. Experience of project administration or similar, preferably for a European Union funded project.                                    |
| 2. Experience of supporting the organisation and delivery of meetings and events.  |
| 3. Experience of working with a wide range of partners and stakeholders.   |
| 4. Experience of working in a member-led organisation. (D)   |
| 5. Knowledge of record-keeping and administrative procedures.  |
| 6. Knowledge of community transport and the difference it makes to people's lives. (D)   |
| Skills   |
| 7. Excellent interpersonal skills and an ability to develop and maintain positive relationships with a wide range of stakeholders.     |
| 8. Excellent writing skills and the ability to analyse data and produce reports.   |
| 9. Excellent planning and organisational skills and the ability to manage multiple priorities and projects.                            |
| 10. Ability to use Microsoft Office applications (or equivalent) to a high standard.   |
| 11. Full driving licence (D).  |
| 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 Wales and other parts of the UK as required.

17. Written and spoken Welsh Language skills (D)

## 5. Summary terms and conditions

- Remuneration package comprising:
  - Annual salary of up to £18,000 pro-rata;
  - 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 and three per cent of employee's pensionable salary.
  - 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 pro-rata, plus public holidays pro-rat and office shut down between Christmas and New Year.
- Part-time working of week of 28 hours, some unsocial hours including overnight stays; worked within the CTA flexi-time system.
- The post is designated as working from Wales.
- We are happy to consider applicants who are seeking a secondment to this role.
- Probationary period: six months with interim review at three months.
- One week's notice by either party during the first six months (probationary period); one month's notice after confirmation of appointment (for both parties).

## 6. 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 all the criteria in the *Experience and Knowledge* and *Skills* sections of the person specification (points 1 to 11).

**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.
3. Documents must be submitted electronically as attachments to an email sent to [maxine@ctauk.org](mailto:maxine@ctauk.org) by the deadline of midday on the 9th January 2018.
4. If you have not been contacted by the 11<sup>th</sup> January 2018 then you have not been successful in progressing to the next stage of the recruitment process.

### Key dates to note

**Closing date for applications**                      Midday on Tuesday the 9<sup>th</sup> January 2018

**Date of interviews**                                      17<sup>th</sup> January 2018

### 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.