

Bristol Community Transport – Part of the HCT Group

What is HCT Group?

HCT Group is a social enterprise, creating value and supporting social justice in the communities we serve. We are committed to ensuring the mobility of the most vulnerable and marginalised in our society so that they can access jobs, education and services.

We deliver a wide range of transport services including London red buses, special educational needs, social care transport and community transport. We currently have twelve depots spread across London, Yorkshire, Bristol and the Channel Islands.

We started to compete in the marketplace for transport contracts in 1993, aiming to reinvest 30% of our profits into our community services, with the remainder used to support the growth of our enterprise. This marked the start of a social enterprise success story that would see us grow from a turnover of £202k in 1993 to a turnover of over £50m in 2016/17.

We operate in an industry that rewards scale, but in addition the better we do, the more profit is available to be reinvested back into our mission and the more we can do for the communities we serve.

Bristol Community Transport – Transformation Manager

What will the Transformation Manager do?

As Transformation Manager, you will drive the integration and delivery of services provided by Bristol Community Transport (BCT) and Social Access (formerly Bristol Dial a Ride) and will develop new services through a process of co-design with passengers and local organisations. You will work closely with HCT Group's Director of Community Transport and Head of Business Development to build a secondary network that will provide Bristol's most vulnerable communities with access to the services and opportunities they need. . In this role you will greatly increase both the scale and the social impact of our transport services in Bristol, changing vulnerable people's lives for the better in measurable ways.

What is the context of this appointment?

BCT and Social Access have been awarded a grant with an initial annual value of £460k, awarded based on a collaborative bid submitted at the end of 2016. Since the submission, Social Access has joined HCT Group, meaning the two organisations, which have always run complementary community transport services, are now sister companies. The new grant period starts in July 2017.

The priorities of this role are therefore to consolidate efficiency savings from integrating services provided by the two organisations, to develop new services and the market for them, to generate additional revenues and most importantly achieve the maximum social impact with resources available. The grant application will form the blueprint for some of the new services, and there is significant opportunity to use your own initiative, social values and commercial sense to find ways to develop the business further.

BCT has recently established a local board, accountable to the main HCT Group board, and the Transformation Manager will be expected to work closely with this group.

The West of England Combined Authority (WECA) has recently been established and we intend that the work of BCT will develop across the greater Bristol area.

Who will the Transformation Manager report to?

This role will report to the Director of Community Transport and be expected to work closely with a range of other senior business development and operational management staff.

What are the Main Duties?

To design and deliver a change management programme to ensure the success of community transport in Bristol.

To lead the joint staff team to deliver the best possible service to our passengers and the wider community and to promote a receptive and responsive working culture with excellent standards of customer care.

To lead a team to integrate and develop a full range of community transport services in Bristol.

To engage with passengers and potential passengers in a process of co-design of services to ensure that the pattern of provision best meets their needs and to ensure continued engagement with passengers and representative organisations.

To ensure that appropriate records are kept to monitor the social impact of our services and measure them against internal and external targets.

To manage the relationship with the Bristol Impact Fund and other local authority departments.

To engage with voluntary and community organisations and other local stakeholders to ensure our services development to meet community needs and in particular to reach out to other community transport providers and third sector minibuses operators in Bristol and the surrounding area.

To actively promote HCT Group's policies and procedures relating to health, safety & welfare, environmental management, quality assurance and equality and diversity and ensure at all times that the organisation operates in accordance with them.

To build the brand and reputation of Bristol Community Transport in the city and the surrounding area.

What sort of person are we looking for?

The successful candidate will have a proven track record of achievement leading teams to deliver outstanding service. Whatever their background they will be committed to achieving excellence in both service delivery and social impact.

They will:

- Have an entrepreneurial and social mind-set
- Proven ability to lead and develop teams
- Be an excellent communicator
- Be confident and articulate, and happy to challenge the status quo
- Have an interest in passenger transport, and how it could change for the better
- Be resilient and able to learn from failure
- Outcomes focused

In addition they will have these skills:

- People management and organisation
- Ability to analyse management accounts and other data
- Stakeholder management
- Problem-solving
- Report writing and presenting to internal and external meetings
- Fluent written English
- IT literacy

We are looking for someone who can become effective and take responsibility very quickly, so in addition, the following would be highly advantageous:

- Experience or knowledge of the voluntary and community sector
- Experience or knowledge of social enterprise
- Project management experience
- Working with service users, particularly service co-design
- Good connections in and knowledge of Bristol

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