

# Sustainable Travel Collective

The Sustainable Travel Collective works to promote, support and influence the use of sustainable transport in and around Nottingham and Nottinghamshire.

## Nottingham Gets 2 Work Project Assistant Service Job Pack

### JOB DESCRIPTION

<b>Job Title:</b>	Nottingham Gets 2 Work Project Assistant
<b>Salary:</b>	£10.10 per hour
<b>Hours:</b>	37.5 hours per week
<b>Fixed Term:</b>	Contract funded until March 31 <sup>st</sup> 2018
<b>Bases:</b>	Bulwell Riverside, Main Street, Bulwell, NG6 8QJ

The post holder will be based at Bulwell Riverside but may be required to work across a number of sites in their role such as The Lenton Centre, Sustrans offices in King Street, Job Centre Plus offices or within community venues.

We are a local charity which promotes sustainable travel and has delivered supporting events, projects and activities for many years in the Nottingham area. We deliver to businesses, small neighbourhood groups and the public. In doing this, business and the public benefit economically and socially.

#### Purpose of roles

This post holder will support the continued development of three sustainable travel hubs in Nottingham, which now target young unemployed and inactive beneficiaries. The job is funded through the ESIF Youth Employment Initiative programme and Nottingham City Council, aimed at increasing the number of young unemployed people, aged 16-29 in the Nottingham area, to travel more sustainably to access work and training opportunities. STC staff work alongside Sustrans staff on this project.

#### Key Relationships

##### Internal

- Nottingham Gets 2 Work project staff (STC and Sustrans employees)
- STC Project Manager



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- The Sustainable Travel Collective Charity Executive Director and support teams
- RideWise staff team and cycling Instructors

### External

- 16 - 29 year olds across Nottingham City
- Partners such as Futures, Groundworks, Right Track & Bestwood Directions
- Neighbourhood Development Officers and other staff at Bulwell Riverside
- Job Centre Plus and various employment services
- Community and voluntary groups
- Schools and youth services
- Nottingham City Council and DWP

### Key Responsibilities

1. To update and maintain accurate and confidential records of project activities and participants via key database and Microsoft Excel documents.
2. To communicate effectively via telephone with customers, partners and stakeholders, including undertaking customer surveys.
3. To design and maintain filing and record systems to support the project.
4. To provide general administrative assistance to the project.
5. To provide administrative support for the monitoring and reporting of activities of the project officers, including collating and entering data and preparing written reports where required.
6. To assist the project officers in engaging with community and employability groups, partners, and the public, through events, meetings and visits to partners.
7. To contribute to the marketing and communication of activities, for example, through assistance at events and distribution of information materials both paper and electronically.
8. To assist with regular drop-in sessions, issuing travel support and completing appropriate paperwork.
9. To provide any other administrative support as required by the project and the Sustainable Travel Collective.
10. To assist and support the delivery of personalised travel planning sessions.
11. To assist the Project Officer in the preparation of project reports.
12. To populate finance spreadsheets.
13. To organise the allocation of bikes and cycling services to participants.

### Communication and marketing

14. To support and comply with project guidance on branding, tone of voice and key messages, positively contributing towards raising profile and ensuring public materials are up-to-date.
15. To update project social media pages and respond to enquiries.
16. Update and maintain programme delivery schedules.

### Training and personal development:

17. To attend training and shadowing sessions as required by the project.
18. To ensure own personal development by working towards set goals as agreed with line manager.

### Health & Safety, Safeguarding and Equality, Diversity and Inclusion:

19. To support and comply with the organisation's policy for the management of Health and Safety.
20. To support and comply with the organisation's policies for the management of safeguarding.



21. To support and comply with the organisation's policy and procedures relating to Equality, Diversity and Inclusion and apply principles of best practice in own role.

**Networks:**

22. This role may have additional responsibilities as a member of the Sustainable Travel Collective's objectives.

**Other**

23. To undertake other duties or tasks which may be assigned as required.

**Working Conditions**

The post holder will need to attend regular meetings with the Nottingham Gets 2 Work team and the Sustainable Travel Collective. The job could entail being party to sensitive personal information in health and other settings and it will be essential that data security policies are adhered to.

The post holder will be prepared to walk, cycle and/or use public transport for the majority of daily work journeys.

**Special Note**

This role description does not form part of a contract of employment, but indicates how the duties are to be performed. Tasks may be subject to experience and in consultation.

**Person Specification**

We are looking for a highly motivated individual with excellent administrative skills and a strong customer service focus. The ideal candidate will have excellent interpersonal and communication skills, preferably with knowledge and experience in monitoring and evaluation processes. We are also looking for experience of working in community settings, and setting up and maintaining systems for a team. The role requires a highly organised individual, able to work unsupervised and to deadlines.

The role demands an experienced administrator, highly capable with the Microsoft office suite of software. You will be experienced in the operation of social media and other channels. Excellent customer service skills are essential as you will need to respond to queries about our free services across a variety of channels, contacting participants and promoting further free services to by phone, email and social media.



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## Nottingham Gets 2 Work Project Assistant Service Job Pack PERSON SPECIFICATION

Criteria	Essential
Qualifications, education and training	Good standard of education
Experience	<p>Experience of general office administration.</p> <p>Experience of keeping records.</p> <p>Experience of facilitating and supporting meetings.</p> <p>Experience of engaging and working with community groups.</p> <p>Experience of supporting events and/or activities.</p> <p>Experience of working with 16 – 29 year olds.</p> <p>Experience in use of monitoring and evaluation processes and procedures.</p>
Skills and abilities	<p>Excellent written and verbal communications skills (both in person and on the telephone).</p> <p>Excellent organisational skills, including ability to prioritise and manage own workload to meet deadlines.</p> <p>Ability to be organised and methodical.</p> <p>Ability to maintain successful working relationships.</p> <p>IT literacy – highly capable in using Microsoft Office, particularly Excel.</p> <p>A flexible and enthusiastic approach.</p>
Other	Committed to the Sustainable Travel Collective's vision

Criteria	Desirable
Experience	<p>Experience of project support work.</p> <p>Experience in running promotional events and activities.</p> <p>Experience of working with volunteers.</p> <p>Experience of cycling related activities.</p> <p>Experience of working on projects within an established project management framework.</p> <p>Experience of partnership working within a community-based or environmental project.</p> <p>Experienced in internet research.</p> <p>Experience of working within a European Funded Project.</p> <p>Experience of working with unemployed 16 – 29 year olds.</p> <p>Experience of operating professional social media channels</p>



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Knowledge	Understanding of sustainable transport issues regionally and locally. Health, economic and other benefits of active travel. Knowledge of local area and surrounding environment. Knowledge of local organisations promoting a wider well-being and environmental agenda.
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Applications must be made, on the application form below by:  
Midnight on Sunday 17th September 2017 by email to [gary@ridewise.org.uk](mailto:gary@ridewise.org.uk) with a copy to [gina@ridewise.org.uk](mailto:gina@ridewise.org.uk)

We will be interviewing on Thursday 21<sup>st</sup> September 2017.



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# The Sustainable Travel Collective APPLICATION FORM

Please complete this Application Form in black ink or type

Last name: (Mr, Mrs, Miss, Ms etc.....)	First Name:
Address:	Home telephone:
	Work telephone:
Position applied for?	How did you find out about this post? (Newspaper advert, internet, internally, word of mouth etc.)

**EDUCATION** – Please give details of your full time education since the age of 15

Dates		Name of School, College or University	Qualifications
From	To		

Please give details of any other courses attended and qualification, if any, achieved

Date	Name and place of course	Qualification



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**EMPLOYMENT HISTORY**

Please give any relevant details of jobs you have held starting with your present or most recent employer and work backwards in chronological order. Include in this any periods of Military Service, Registered Unemployment and Temporary/Voluntary Employment.

Dates		Employer's name, address, type of business salary and notice required.	Position held, duties, responsibilities and reason for leaving.
From	To		

**ADDITIONAL INFORMATION**



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**Please use up to two additional sheets of paper if needed**

Please give details of any voluntary organisation, committee, council, or professional bodies which you are involved with:



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Please describe why you feel you are suited to this work (e.g. personal attributes, relevant experience etc., referring to the work description and/or person specification).



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**REFEREES**

Please give details of two people (not relatives) that we could approach for references, **one of which should be a recent employer**. PLEASE NOTE references will not be taken up before the interview has taken place.

Name:	Name:
Job title:	Job title:
Address:	Address:
Tel No:	Tel No:
Capacity in which you are known to the referee:	Capacity in which you are known to the referee:

Under the Data Protection Act 1998, the Sustainable Travel Collective is required to notify applicants and prospective employees on how their data will be processed and used. All this application form apart from the equal opportunities monitoring form will be retained by the Sustainable Travel Collective for a maximum of six months, unless you are the successful applicant for the post, in which case the application form will become part of your employee record. Some of the data you provide is considered to be Sensitive Personal Data i.e. sex, race. This information will be used to assist us with recruitment monitoring. It will be held separately from application forms, and anonymously. It will also be held in computer format. **By signing this form, you are giving consent to The Sustainable Travel Collective to use this data in the way described above.**

I believe that to the best of my knowledge the information given on this form to be true and understand that this will form part of any subsequent employment.

Signed..... Date .....

**Please ensure that you have read and checked this Application Form thoroughly, prior to submission ensuring that you have followed the instructions carefully.**



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