Job Description:

Galloway Community Transport Manager

(Employee role, 0.6 FTE 21 hours/week, permanent contract)

[extent of hours negotiable]

Glenkens Community & Arts Trust

The Glenkens Community & Arts Trust (GCAT) has a long track record of economic regeneration through arts and community work in the Glenkens. We are a key anchor organisation for the area, with a clear vision of making the Glenkens an excellent place to live for people of all ages. We do this by:

- Interweaving Arts, Community and Heritage to enrich the life of the area.
- Delivering our Artistic Vision with passion and creativity.
- Supporting activities core to the quality of life of people and environment of the Glenkens.
- Driving economic and social regeneration of the area through championing the delivery of the Glenkens & District Community Action Plan.

Galloway Community Transport is a long-standing GCAT project, and since 2019 has been a subsidiary SCIO of GCAT. GCAT is managed by a voluntary Board who are also directors of GCT. GCT staff are GCAT employees with all associated benefits and responsibilities.

Galloway Community Transport

Galloway Community Transport (GCT) provides flexible and accessible community-led solutions in response to unmet local transport needs. It often represents the only means of transport for many vulnerable and isolated people. Community transport is not just about bus journeys. It is about fostering a sense of belonging, bridging divides, and empowering individuals to access education, employment, healthcare, and social opportunities that are the bedrock of a thriving community. Our aims are:

- To meet the various travel needs of the remote-rural communities of the Glenkens and Galloway with a range of services from member hire to patient transport.
- To be a key partner in Community Transport D&G: a region-wide organisation that supports the delivery of regional transport strategic outcomes for the benefit of the citizens of Dumfries and Galloway
- GCT takes active steps to minimize its emissions, through effective maintenance and a fleet replacement strategy that includes e-Vehicles.
- GCT is largely self-financing, using volunteer support, Council contracts and member hire income to finance its charitable outcomes. It requires capital grants to enable fleet replacement.

The Role – Overview

The GCT Manager has responsibility for developing and delivering a range of transport services greatly valued in the Glenkens community and beyond.

Reporting to the GCAT Chief Executive and GCT sub-committee, the GCT Manager leads a small team of employed staff and manages a wider team of self-employed and volunteer drivers.

The GCT Manager is the key face of GCT in the community and within local and regional partnerships and represents GCT on behalf of the wider GCAT team.

The principal duties and responsibilities of the GCT Manager include:

1. Operations – maintaining operations to a high level of service, supported by the GCT Co-ordinator.
2. Finances – management and oversight of operational and financial practices, supported by the GCT Finance Assistant.
3. Personnel management – management of the GCT Co-ordinator, GCT Finance Assistant, wider driver network and passenger safety.
4. Strategic Development – of funding and service development in collaboration with the GCAT CEO and regional partners and Community Transport Operators (CTOs).
5. Governance – reporting to the GCAT CEO and GCT Management Committee.
6. Communications – supported by the GCAT Marketing Manager, manage communications to provide effective delivery of services and grow membership.
7. Fleet management and replacement.

The role is supported by the GCT Coordinator and the GCT Finance Assistant, both part-time roles reporting directly to the GCT Manager.

Appropriate training and mentoring will be provided where required.

Principal Duties

The Galloway Community Transport Manager is responsible for:

1. **Management of Operational Delivery**

   Maintaining the operations of GCT so that it delivers & maintains its high standards as a Community Transport Operator – supported by the GCT Co-ordinator.

   The post is responsible for and requires a practical understanding of all GCT operational practices and processes, ensuring services are well planned, with adequately resourced drivers, buses, and that contingencies are in place. They will be required to be on call for operational cover (by mutual arrangement with GCT Co-ordinator). Such services and activity includes:

   - Patient Transport Service
   - School Services
   - Regular Services
   - Excursions
   - Member Hires
   - Membership Scheme administration
   - Vehicle Maintenance
   - Driver rotas
   - Licensing and permits
   - Driver training
   - Demand Responsive Transport

2. **Finances**

   Maintaining an overview of the financial position of GCT and working to ensure its financial sustainability.

   The GCT Finance Assistant will carry out all day-to-day financial operations. The post will therefore require:

   - Overview of financial administration by GCT Finance Assistant via regular check-ins and oversight of Xero processes (accounting software).
   - Approving driver and invoice payments in Xero in a timely manner, in line with the agreed level of delegated authority.
   - Setting of annual budget.
   - Monthly monitoring and response to progress against budget.
   - Preparation of inputs to Annual Accounts and End of Year processes, for GCT and GCAT consolidated accounts.
   - Creating 3-yearly budget projections to inform medium-term planning.
   - Regularly review the funding landscape for opportunities for core funding / fleet replacement / paid services.
   - Draft funding applications for final review by the GCAT Chief Executive.
   - Complete any reporting / financial requirements associated with grant funding.

3. **Personnel Management**

   - Line managing the GCT Coordinator and GCT Finance Assistant.
   - Providing cover for the GCT Coordinator and the GCT Finance Assistant to maintain operational delivery.
   - Ensuring the weekly organisation of paid and volunteer Driver rotas.

- Ensuring that all drivers are registered and maintain standard terms and conditions.
- Ensuring that all drivers have appropriate training – e.g. MiDAS / CPC
- Ensure that all drivers have PVG clearance in place.
- Actively work to maintain and increase the number of available drivers.
- Supporting volunteer and driver morale.

4. Strategic development

- Being the main point of contact for all strategic interfaces with GCT, whether regional agencies, NHS, D&G Council, the GCAT Board or Community Transport DG.
- Maintaining, delivering and updating the GCT Business Plan.
- Maintaining and managing a Risk Register and actively working to mitigate such risks.
- Work with new and existing partners to take advantage of emerging funding opportunities that meet a community need.
- Take advantage of emerging technical solutions to streamline processes.
- Undertake one-off projects as required (after approval by GCT sub-committee and GCAT Chief Executive) to achieve the aims of GCT and deliver excellent outcomes.

5. Governance

- Co-ordinate and attend GCT sub-committee meetings.
- Providing reports to the GCAT Chief Executive as requested for Board and committee.
- Maintaining the GCT / GCAT Memorandum of Understanding.
- Maintain and update operational policies and procedures.

6. Communications and Marketing

Supporting by the GCAT Marketing Manager, raise the profile of Galloway Community Transport and actively work to increase Membership and Driver numbers through:

- Maintain GCT website and social media with regular updates and content.
- Provide regular driver and volunteer communication, including driver meetings.
- Publicise excursions and services
- Press releases in collaboration with Marketing Manager and GCAT CE.
- Provide service case studies for funder reports as required.
- Provide updates to GCAT Management Meetings as required.

7. Fleet Management

- Undertake basic vehicle maintenance
- Ensure that the Fleet Replacement policy is enacted, subject to funding applications being successful and in line with GCAT policies and funder terms & conditions.
- Apply full Options Analysis to all proposed new vehicles before purchase
- Ensuring that the fleet insurance is up to date and sufficient.
- Ensuring that vehicles are maintained to a high standard through oversight of GCT Coordinator responsibilities in this area.

8. Ad hoc

- Any other duties that further GCT's aims and may reasonably be expected to fall under this Job Description.

GCT Manager - Person Specification

	Essential	Desirable
EXPERIENCE	Experience of developing or delivering community services	Transport management experience Strategic Business Development
	Customer service experience	Experience of working with regional stakeholders and partner organisations
	Experience of funding applications and project budgeting.	Financial management / oversight
	Experience of line management of staff and volunteers	Volunteer development experience
KNOWLEDGE & SKILLS	Knowledge of rural communities and importance of transport connections	Existing networks of Glenkens organisations
	Understanding of community transport issues and challenges	Awareness of regional and service development opportunities
	Strong organisational and time management skills	Third sector governance Policy and process development
	Competent IT skills, including Microsoft Office and digital communication platforms.	Xero accounting software Vehocheck vehicle management app
	Basic vehicle repair and maintenance	
PERSONAL QUALITIES	Professional and diligent	Understanding of safeguarding, equality and inclusion principles.
	Collaborative and a team player	Leadership experience
	Problem-solving and solution focussed	
	Self-motivated, proactive & responsive	
	Excellent interpersonal, communication and presentation skills	
	A full driving licence	D1 entitlement to drive minibuses MiDAS certificate (training will be provided if necessary)
	Able to work occasional evenings and weekends.	

Basic Terms and Conditions

Salary: £32,550 1.0 FTE pro rata = £19,530 per annum payable monthly in arrears through PAYE. Employee role. Permanent contract.

Hours: 21 hours/week = 0.6FTE. Mostly over weekdays but some weekend and evening working will be required.

Probationary Period: 3 months

Pension: GCAT operates a NEST pension scheme (automatic enrolment after a successful probationary period).
The payments into your pension are:

- Your contribution - 5.00% of your pensionable pay. Taken directly from your pay and appears on your payslip.
- Our contribution – 3.00% of your pensionable pay. Paid directly to the pension provider.

Holiday: 32 days including public holidays pro rata = 0.6FTE x 32 Days = 19 days.

Base Location: The CatStrand, New Galloway, DG7 3RN. Flexible working by arrangement.

How to apply

Applications should consist of a current CV and supporting statement.
The supporting statement should be no longer than 2 sides of A4, setting out your suitability for the role. Please include contact details for two references (these will only be contacted if an offer is made). Send applications by email to: andrew@catstrand.com

Closing date:	**12 noon on Friday 14th August 2026**
Interviews:	**Thursday 20th August 2026**
Preferred start date:	**W/b Monday 31st August 2026**

For further information or to discuss the role, please contact Andrew McConnell, GCAT Chief Executive, Glenkens Community & Arts Trust on andrew@catstrand.com or by phone: 01644 420374.

July 2026