healthforall

changing lives • transforming communities

COMMUNITY TRANSPORT MANAGER (REF:322)

RECRUITMENT PACK



Contact us:
recruitment@healthforall.org.uk

Website
www.healthforall.org.uk

Thankyou for your interest in Health for All and the post of Community Transport Manager (Ref:322)

Health for All is a charity created to meet the needs of people in Leeds & Bradford and continues to respond to the changing needs of individuals and communities in Leeds and beyond. We provide a wide range of health-related activities for people unable to access mainstream services. Our services improve the quality of life for all generations.

Our mission is to enable the poorest and most vulnerable communities to overcome the challenges of health and social inequality. Our grassroots approach invests in safe, welcoming community spaces, tailored services built around communities in need, instilling confidence and equipping people with the skills to live happy, healthy lives.

Health for All's vision is health and wellbeing for all, a society free from inequality, poverty and isolation. We have supported individuals and families for over 34 years, with the clear aim of actively redressing health inequalities, tackling its root causes.

Health for all works with people of all ages, from birth to later years. We support individuals, families and children to overcome challenges, develop their skills and grow in both confidence and health through a range of projects including : giving a child the best start in life; delivering energetic enjoyable activities for children; channelling young people's idealism and energy into positive action; improving mental health through building quality relationships; providing access to volunteering; caring and connecting in times of crisis and enabling older people to retain independence and thrive.

The successful applicant for this post will play a key role in leading the day-to-day operation and development our Community Transport Service. Our transport service plays a vital role in helping individuals and groups access essential services and participate in community activities.

We hope this pack gives you an insight into Health for All and the role. Good luck with your application and we look forward to receiving it.

To apply for this vacancy please ensure you download the application form and ensure your application is submitted to recruitment@healthforall.org.uk before the closing date.

CLOSING DATE: TUESDAY 1ST DECEMBER 2026 AT 12 NOON



For 34 years, Health for All has strived to achieve our vision of a society free from inequality, poverty and isolation. Our energy and resources are directed to where they are most needed, establishing small health related groups and running warm, welcoming centres in the hearts of disadvantaged communities where people reap the most benefit.

We believe that each person is unique, of immense value, with the right to live a happy, fulfilled life. We feel privileged to place our skills, passion and expertise at the service of local people and communities, helping each individual discover their strength, skills, resilience, talents and achieve their aspirations.

We look forward to developing and enhancing our services in the years ahead and hope you wish to join us on this journey.

Pat McGeever - Chief Executive Officer



ABOUT US

In 1991 South Leeds Health for All was set up with current CEO Pat McGeever appointed as a worker to engage and learn from the many diverse communities in the local area about the issues affecting their lives and, as a result, their health. This mission led to the identification of issues and subsequent research into homelessness, a lack of support for low-income families, pre-school children, isolation of older people and bullying of young people. In 1996, Health for All became a charity and grew from our starting base in a small attic office in Beeston into our current headquarters in Tenants Hall and seven additional local community centres.

Year after year, our ability to deliver more support to diverse groups has grown and now, we're proud to have facilitated the launch and success of over 70 thriving local self-help and community groups stretching across South Leeds, into areas of West, East and North Leeds, and Bradford.

We have supported families for over 30 years, in the belief that everyone deserves the best start in life and we are privileged to have worked with people with learning disabilities, our role being to help them discover and develop their innate skills and talents.

To find out more about Health for All and the work we do please visit our website: www.healthforall.org.uk



OUR WORK

Our work now spans Leeds and Bradford and responds to meet the changing needs of individuals and communities. Our main areas of work include:

- Children, Families and Young People
- Learning Disabilities
- Improving Health
- Community Centres
- Community Transport
- Employment and Enterprise

Our recent strategic priorities have focused on:

- Investment into community centres
- Upgrading our community transport vehicles
- Funding in Bradford for Breastfeeding and Perinatal support
- Establishing further youth groups
- Weekly Health Hub for the Enhance service in Beeston Village

JOB ADVERT

COMMUNITY TRANSPORT MANAGER (REF: 322)

Are you an organised, proactive individual with experience of coordinating and leading a team?
Can you build strong partnerships across services and organisations?
Are you looking for a new and exciting challenge?

If so, we have the perfect opportunity for you.

We are looking for a motivated Community Transport Manager to lead the day-to-day operation and develop our Community Transport Service. Our transport service plays a vital role in helping individuals and groups access essential services and participate in community activities. We are looking for someone who shares our commitment to reducing isolation and improving the health and wellbeing of our communities.

As Community Transport Manager, you will; take responsibility for the effective and sustainable operation of our Community Transport Service, ensuring that it provides a safe, reliable, accessible and welcoming service to passengers. You will support and manage our dedicated team of drivers, coordinate bookings, transport schedules, oversee vehicle safety and maintenance and ensure that the service operates efficiently and within relevant legislation and licensing requirements. You will play an important role in promoting the service, developing partnerships, improving passenger numbers and ensuring that the service works towards being self-funded.

This is an exciting opportunity for someone who wants to make a real difference while playing a key role in shaping and developing an important community service. The role is initially offered at 22.5 hours per week, with potential for the hours and scope of the position to increase as the service develops and generates additional income. We are keen to appoint someone with the vision, and initiative to identify new opportunities, increase service use, develop partnerships and help grow the Community Transport Service into a sustainable and thriving operation.

We are looking for a highly motivated individual who; can demonstrate experience of managing people and coordinating services, has excellent organisational, communication and IT skills, can manage budgets, monitor expenditure and can build positive relationships with staff, passengers, community organisations and external partners.

Hours: 22.5 hours per week, ideally working 4.5 hours per day, Monday to Friday, however consideration for hours to be compressed over 4 days will be given for the right candidate
Salary: £30,000 per annum (FTE) / £19,285.71 actual per annum
Closing Date: Tuesday 1st December 2026 at 12 noon
Interviews: Tuesday 8th December 2026

We are committed to safeguarding children, young people and vulnerable adults and the successful applicant will be subject to a DBS check.

To apply, please visit our website www.healthforall.org.uk and download the application pack, if you would like to know more about this role, please contact the HR department 01132706903.

JOB DESCRIPTION

COMMUNITY TRANSPORT MANAGER **(REF:322)**

SALARY:	**£30,000 per annum Full Time Equivalent** **£19,285.71 per annum Actual**
HOURS:	**22.5 hours per week** **(Ideally split 4.5 hours Monday-Friday)**
CONTRACT TYPE	**Permanent**
OFFICE BASE:	**Tenants Hall, Acre Close, Middleton, Leeds 10**
RESPONSIBLE TO:	**Health for All Trustees**
RESPONSIBLE FOR:	**Community Transport Drivers**
REPORTS TO:	**Deputy CEO**

Main purpose of the Post:
To lead the operational delivery and sustainability of Health for All's community transport service.

To ensure the provision of safe, accessible and reliable transport for the community, including vulnerable, older and isolated individuals.

To promote and develop the service, delivering exceptional customer service, increase passenger numbers and build effective partnerships to expand our community transport footprint.

To line manage, motivate and support a diverse team of staff of contracted and sessional drivers.

To ensure that all aspects of the transport service are coordinated professionally, effective and efficiently ensuring the Community Transport Service covers its operating costs and remains essentially self-funded.

To operate in line with Health for All values showing commitment and a positive attitude to the post and Health for All objectives.

JOB DESCRIPTION CONTINUED

Key Duties and Responsibilities

- To recruit, induct, train and manage contracted and sessional paid drivers, ensuring they understand their duties and the service's administrative processes and procedures.
- To provide leadership and support to drivers, building a strong team culture, and ensuring they act as ambassadors for the charity's values and vision.
- To ensure that all drivers complete mandatory training (as required) including but not limited to customer care, wheelchair handling (Midas) and first aid.
- To prepare and issue driver schedules in good time, enabling drivers to review and plan their routes ahead of each trip.
- To be prepared to cover for driver absences where necessary as a stand-in driver to maintain uninterrupted service.
- To ensure the transport databases are kept up to date at all times.
- To plan routes and timetables using spreadsheets and/or route planning software and basic databases to support the operational delivery of the service
- To ensure transport bookings are recorded accurately and that customers are aware of the relevant charges and operational arrangements.
- To ensure that all new users of the service are registered as members of the Health for All Community Transport Service, before being allowed to use the service.
- To monitor service delivery, operational budgets including expenditure, and identify opportunities to improve cost efficiency, reliability and passenger experience.
- To ensure that all minibuses and cabs are compliant and safe, roadworthy and compliant for operational use and that all drivers complete the required daily vehicle checks.
- Ensure that the vehicles are kept in clean condition and that repairs, servicing and maintenance issues are arranged and followed up within a reasonable timescale, taking account of the severity of the repair.
- To monitor and manage vehicle leasing contracts and arrangements for associated equipment including trackers and dash cameras.
- To ensure driver handbooks are held on each vehicle, are accurate, relevant and kept up to date.
- To establish and maintain high standards of customer service across the booking process and journey and when responding to feedback.
- To act as the escalation point for any passenger enquiries or service complaints, responding professionally and use feedback to improve service delivery and passenger comfort.

JOB DESCRIPTION CONTINUED

- To build effective working relationships with drivers, other HFA colleagues, management team, external customers, service users and partner organisations.
- To promote the community transport service through community outreach, newsletters, publicity, social media, word of mouth and by any other appropriate channels.
- To monitor and respond professionally to emails received in the transport mailbox.
- To work with the finance department to review and maintain a fair and consistent pricing structure, considering the pricing structure within the third sector.
- To maintain accurate and effective financial records for the service, including petty cash records.
- To liaise with the fuel card provider to review arrangements and ensure the service receives competitive deals.
- To work towards ensuring that the Community Transport Service covers its operating costs and remains essentially self-funded.
- To maintain accurate and up to date records of driver job sheets, mileage, fuel consumption, and any incidents during transportation.
- To ensure that all drivers' job sheets are properly completed for each trip, checked and scanned onto the Transport Database.
- To maintain appropriate records, ensuring effective planning, monitoring and evaluation.
- To ensure that monthly timesheets for all drivers are checked and submitted to payroll on time.
- To gather, collate and provide service information and performance data to support future funding applications, promotion and future service development.
- To compile all the relevant data required to complete and then submit the 6 monthly claim to the Department of Transport for the Bus Service Operator Grant (BSOG)
- To operate in line with all Health and Safety requirements ensuring all legislation is adhered to in line with operating a community transport service.
- To ensure that all bookings taken comply with the operational conditions of the Section 19 licence, under which the Community Transport Service operates.

JOB DESCRIPTION CONTINUED

- To demonstrate a commitment to HFA's vision of a society free from poverty, isolation, and health inequality.
- To carry out duties with due regard to all other Health for All policies and procedures.
- To participate in training, supervision and meetings as required.
- To provide regular feedback to the posts line manager regarding progress of the Community Transport service.
- To undertake any other tasks required to further the aims and objectives of the service.

PERSON SPECIFICATION

COMMUNITY TRANSPORT MANAGER

	Essential	Desirable
Qualification	• Good general level of education, demonstrated by at least 5 GSCE passes at Grade C/4 or above or equivalent, including Maths and English • Full UK Driving Licence • D1 classification required on driving licence	• MIDAS trained
Experience	• Experience of managing people and coordinating services. • Experience of maintaining and using various administrative systems. • Experience of building and maintaining robust working relationships.	• Experience managing a Transport or logistics service. • Experience of working within a transport related industry. • Experience of working in a community transport service, particularly with community organisations and groups.

PERSON SPECIFICATION

	Essential	Desirable
Knowledge	• Good working knowledge of Microsoft Office packages including Excel. • Good geographical knowledge of Leeds and surrounding areas. • Understanding of vehicle maintenance and servicing requirements. • Understanding of the Health and safety requirements within the transport service.	• Understanding of keeping petty cash records and systems. • Knowledge and experience of compiling and submitting funding applications for a transport service.
Ability	• A proven ability to establish and maintain effective systems, record keeping and controls. • Ability to work with a wide range of individuals and communities. • A proven ability to work effectively as part of a team. • The ability to coordinate multiple tasks, plan, prioritise and meet deadlines under pressure. • Ability to monitor budgets, control expenditure and contribute to the financial sustainability of a service. • Ability to demonstrate a good understanding of commercial values. • The ability to liaise effectively and establish positive relationships with voluntary and statutory organisations. • The ability to plan routes and timetables. • The ability to think independently and demonstrate a problem-solving approach.	

PERSON SPECIFICATION

	Essential	Desirable
Skills	• Excellent communication skills both written and verbal. • Strong organisational, time management and workload prioritisation skills. • Good telephone manner and excellent customer service skills. • Good level of IT competence with Microsoft office packages especially within Excel and spreadsheets. • Strong administrative and record keeping skills, with accuracy and attention to detail.	
Attitudes and Personal Attributes	• Non-judgemental approach. • Respect for a variety of cultures, religions & lifestyles. • Commitment to working in ways which promote inclusion and diversity. • Willingness to participate in supervision, training and meetings. • Willingness to work flexibly to meet the needs of the service. • Commitment to working within Health for All policies and procedures and being accountable to the post's line manager.	

HOW TO APPLY - RECRUITMENT TIMETABLE

To apply for this role please visit our website: www.healthforall.org.uk to download the application form.

DO NOT send your CV. We will only consider applicants who have submitted an application form.

Send completed application forms to: **recruitment@healthforall.org.uk**

Any questions you have regarding the role or if you wish to speak to someone informally please email recruitment@healthforall.org.uk to arrange a convenient time.

- **Closing date for Applications: Tuesday 1st December 2026 at 12 noon**
- **Interviews: Tuesday 8th December 2026**

Health for All – Right to work in the UK

In order to comply with the Right to Work in the UK requirements and to confirm your eligibility to work in the UK you will be required to produce one or more of a statutory list of documents at first stage interview.

It is a criminal offence to employ anyone who is not entitled to live or work in the United Kingdom. You will be asked to provide some original documentation to confirm that you are eligible to work within the UK.

A photocopy will be taken of the documentation before your interview and will be destroyed in the event that you are unsuccessful. If you are appointed the photocopy of the document confirming your identity will be placed on your personal file.

PRE EMPLOYMENT CHECKS

References

If you are offered the post we will take up references, which are listed on your application form. One of your referees must be your current or most recent employer. Two satisfactory references must be received before we confirm any offer of an appointment. The information we request will relate to salary, length of service, skills and abilities, suitability for the job, sickness and disciplinary record. We may ask for additional references if we need to.

On receipt of references, your referees may be contacted to verify any discrepancies, anomalies or relevant issues as part of the recruitment verification process.

DBS & Disqualification checks

Employment at Health for All is subject to DBS check relevant to the role you have been offered. All such checks must be satisfactory before we confirm any offer of appointment.

Under the Rehabilitation of Offenders Act 1974 (Exemption Amendment) Order 1986, there are a number of jobs where we must take account of convictions, even though they are ‘spent’. However, spent and/or unspent convictions may not necessarily make you unsuitable for appointment. Please ensure you complete the Criminal Record Declaration Form and submit this alongside your completed application form.

Validation of Qualifications

If you are offered the position and dependent on the role you have been appointed to, you will be asked to bring original certificates of relevant essential qualifications. These will be photocopied and kept on file.

RECRUITMENT STATEMENTS

Child & vulnerable adults Protection

Health for All is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. If appointed to the role you will be required to complete essential training in safeguarding.

Code of Conduct and Personal Behaviour

Health for All believes that it is essential for standards of conduct at work to be maintained to ensure delivery of quality services and also to protect the well-being of all its employees and beneficiaries.

Equality, Diversity and Inclusion Statement

Health for All is an equal opportunity employer and is fully committed to a policy of equal treatment in relation to all of its employees, staff and job applicants. The aim is for our workforce to be truly representative of all sections of society and our customers, and for each employee to feel respected and able to give their best. Promoting and delivering Equality, Diversity and Inclusion in the workplace is an essential aspect of good people management. It's about creating working environments and cultures where every individual can feel safe and a sense of belonging, and is empowered to achieve their full potential. We aim to create a culture that encourages people to bring their whole selves to work, and to make sure everyone has the opportunity to develop and progress.

Health for All aim to ensure its centres and services are as inclusive, accessible and welcoming as possible.



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