

Business Development Officer

1-year Fixed Term Contract

21 hours per week

Salary £24,790 per annum (pro rata equivalent £14,874 per annum)

Background Information

Tees Valley Rural Action (TVRA) is seeking to appoint a Business Development Officer to support the strategic growth of our Community Transport service. This pivotal role will focus on enhancing our transport infrastructure, increasing usage, and expanding the reach of our accessible minibus services across Redcar and Cleveland and the Tees Valley.

TVRA currently operates two accessible 16-seater minibuses, providing vital transport support to community groups. Over the past two years, demand has grown significantly — resulting in the vehicles running seven days a week. To meet this rising need, TVRA has secured additional funding through Redcar and Cleveland Borough Council's *Levelling Up* fund, which has enabled the purchase of a third minibus.

This new vehicle is being adapted with rear storage, a screened kitchen area, and sink facilities, making it suitable for use as a mobile outreach facility. Once complete, it will form the basis of a Service Level Agreement with Redcar and Cleveland Public Health, supporting health campaigns, vaccination programmes, and mobile clinical consultations — bringing healthcare access directly into rural communities while also generating a sustainable income stream for the Community Transport service.

TVRA aims to further increase community group usage, particularly during off-peak hours, evenings, and weekends. As part of this expansion, we will be recruiting and training volunteer drivers, including those who may require additional support, thereby building both capacity and inclusion.

This role is not just about operations — it is about strengthening community connections. By addressing transport as a barrier to accessing essential services, the Business Development Officer will help foster strong, connected, and resilient communities.

TVRA is a proud member of the Community Transport Association (CTA) and participates actively in regional and national policy discussions. We ensure full compliance with evolving regulations and maintain strong sector relationships. TVRA supports and promotes the best practice that all volunteer drivers should undertake training, specifically the Minibus Driver Awareness Scheme (MiDAS). Recently recognised as a regional MiDAS training centre, TVRA is now positioned to support the training of future community transport trainers, contributing to the long-term sustainability of accessible transport in our region.

This is a unique opportunity to contribute to meaningful social change, **championing affordable, inclusive, and reliable transport solutions** across Tees Valley.

Job Purpose

To support the growth and development of Tees Valley Rural Action's Community Transport services, with a focus on increasing capacity, improving infrastructure, building community partnerships, and establishing sustainable income streams. The postholder will also oversee delivery of a new outreach health vehicle in partnership with South Tees Public Health.

Key Responsibilities

Strategic Development and Income Generation

- Identify and pursue new business opportunities, partnerships, and funding to support community transport services.
- Lead on the delivery of a Service Level Agreement with Redcar and Cleveland Public Health, ensuring the outreach vehicle is operational and aligned with public health needs.
- Review and propose a not for profit pricing strategy and service packages in line with TVRA's Section 19 licence to ensure financial sustainability, and partnership models.

Operational Oversight

- Oversee the effective utilisation of the current minibus fleet, including the introduction of the third vehicle.
- Work with staff and volunteers to ensure availability and scheduling aligns with community needs.
- Coordinate recruitment, training, and support of volunteer drivers, including those with additional support needs.
- Ensure all vehicles are subject to regular safety checks, inspections, and routine maintenance, including servicing and timely repairs.
- Maintain accurate records for vehicle upkeep, insurance, MOTs, and compliance documentation.
- Coordinate and monitor the calibration and servicing of accessibility equipment such as passenger lifts, ramps, and restraint systems.

Community Engagement

- Build and maintain strong relationships with local community groups, voluntary organisations, and statutory bodies to promote and expand transport use.
- Develop and implement outreach and marketing strategies to increase off-peak, evening, and weekend usage.

Compliance and Quality Assurance

- Ensure that all operations comply with legal and regulatory requirements, including MiDAS and CTA guidelines including Section 19 licence protocols.
- Maintain accurate records, monitor performance, and report on outcomes to funders and stakeholders.
- Analyse transport data to monitor service usage, social impact value, identify trends and inform reporting to funders, partners and stakeholders.

Training and Sector Engagement

- Promote TVRA's role as a regional MiDAS training centre and identify opportunities to support the upskilling of community transport trainers.
- Represent TVRA in local, regional, and national transport networks and policy groups.

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Person Specification

Knowledge, experience and skills	Essential	Desirable
GCSE English and Maths or Equivalent.	<input checked="" type="checkbox"/>	
A pro-active positive and enthusiastic approach, combined with a passion for working with a diverse range of communities and individuals.	<input checked="" type="checkbox"/>	
Experience of business development, income generation, or project management	<input checked="" type="checkbox"/>	
Understanding of community transport and rural transport challenges	<input checked="" type="checkbox"/>	
Experience working with voluntary/community sector organisations		<input checked="" type="checkbox"/>
Strong stakeholder engagement and partnership building skills	<input checked="" type="checkbox"/>	
Experience of developing service-level agreements or funding bids		<input checked="" type="checkbox"/>
Excellent organisational and time management skills	<input checked="" type="checkbox"/>	
Strong communication skills, both written and verbal	<input checked="" type="checkbox"/>	
Ability to work independently and take initiative	<input checked="" type="checkbox"/>	
Knowledge of MiDAS, CTA or other community transport regulations		<input checked="" type="checkbox"/>
Experience of working with, supporting and managing volunteer led services and volunteers		<input checked="" type="checkbox"/>
Full UK driving licence and access to own transport	<input checked="" type="checkbox"/>	
Willingness to work flexibly, including occasional evenings/weekends	<input checked="" type="checkbox"/>	
Social Media Management (Facebook, LinkedIn)	<input checked="" type="checkbox"/>	
Knowledge of press and local media activities.		<input checked="" type="checkbox"/>
Ability to disseminate complex information to a variety of audiences.	<input checked="" type="checkbox"/>	
Excellent skills in all Microsoft programmes, Outlook, and online meeting platforms.	<input checked="" type="checkbox"/>	
Prepare reports and other information for management team and meetings as required.	<input checked="" type="checkbox"/>	
Demonstrable commitment to Tees Valley Rural Action's values	<input checked="" type="checkbox"/>	