



Job Title: On Track Programme Lead

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Responsible to: Executive Director
Location: Hybrid working from GL1 office, homeworking and outreach locations in Gloucestershire and Oxfordshire
Contract Type: Fixed Term 12-month Contract – Feb 2026 - March 2027
Days: Full time - Flexible working patterns available
Salary 33 – 35 K full time 37.5 hours per week

Role Summary

Working closely with our team, a Community Rail Network coordinator, train operators and community partners, you'll deliver the On Track programme - a Motability Foundation funded project to engage disabled people with rail workforce culture change. Working in partnership with Community Rail Network (CRN), Royal National Institute of Blind People (RNIB), you'll ensure our contribution is participatory, empowering, and driven by disabled people's lived experience.

About the On Track Programme

The On Track programme aims to influence attitudes, awareness, and behaviours of rail staff, inspiring meaningful change in how disabled people are seen, heard, and supported by the railway. The project will develop and pilot innovative disability training for rail staff, aiming to improve the experiences of disabled passengers.

About GOCRPs:

Gloucestershire and Oxfordshire Community Rail Partnership (GOCRPs) is a grassroots not for profit organisation made up of six team members, working to strengthen our community's relationship with train travel and public transport in our region. We do that by engaging with and listening to our community and visitors, to understand their needs, thoughts and opinions on travelling by public transport. When we build trusting and confident relationships, we can bring about lasting change for the future. We have a particular focus on those sections of our communities that are currently least likely to engage with the public transport system, including young people, people with disabilities and people from diverse backgrounds. We also support communities to make sustainable travel choices, helping to reduce reliance on cars and respond

positively to the challenges of climate change. We drive research-led initiatives, influence policy and work closely with industry partners, stakeholders and local government to create a system that is inclusive for all – today, tomorrow and for the future.

About the On Track Programme

‘On Track for inclusive train travel: a model for engaging disabled people with rail workforce culture change’ is a two-year innovation project currently entering year two. The project is focused on making rail travel more accessible and inclusive for disabled people. Collectively we are following a simple, co-designed process throughout the project:

- **Discover** – we learn from the real experiences of disabled people, as well as rail staff and partners in training and workplace culture.
- **Define** – we work together to identify shared challenges and decide what most needs attention.
- **Develop** – we co-design ideas, tools and approaches that fit the realities of rail travel and service delivery.
- **Deliver** – we test and learn with train operating companies and disabled people, refining what works so it can be shared more widely.

You will be joining us as we transition into the Define and Develop stages, which will seek to create an innovative new training scheme for rail staff to improve the experiences of disabled passengers. On Track aims to influence attitudes, awareness, and behaviours of rail staff, inspiring meaningful change in how disabled people are seen, heard, and supported by the railway.

Key Responsibilities

Consultation and Co-production Leadership

- Lead consultation and co-production elements of the project, ensuring the model is disabled person-led through research, development, and pilot testing
- Facilitate industry focus group discussions, individual and small group interviews with railway staff and disabled passengers
- Develop co-production groups that build lasting bridges between the rail industry and local organisations and individuals

Project Coordination

- Work closely with CRN’s Project Coordinator and RNIB to deliver all elements of the project
- Provide targeted input into survey methodology in collaboration with Dr. Miriam Ricci, including developing personas, empathy maps, and customer journey maps
- Support the evaluation and documentation of programme outcomes using agreed methodologies

Stakeholder Engagement

- Actively engage relevant community partners, building organisational and participant engagement
- Establish and nurture relationships with Train Operating Companies (TOCs), particularly their accessibility teams
- Facilitate focus groups with railway staff, local community partners, and disabled people to consult, co-design, and test prototypes

Reporting and Administration

- Provide progress reports as agreed to CRN and RNIB
- Manage project budgets for CRP elements
- Contribute to meetings with all partners
- Participate in the project Advisory Group to ensure community and disabled people's perspectives are represented

Essential Skills and Experience

- Experience of working with disabled people and understanding of the social model of disability
- Proven experience in facilitating inclusive consultations and co-production activities
- Strong project management and organisational skills
- Ability to build and maintain relationships with diverse stakeholders and partners
- Experience in planning and delivering inclusive events
- Excellent written and verbal communication skills
- Confidence as a rail user with ability to instil confidence in others
- Proficiency in Microsoft Office suite and online meeting platforms

Desirable Skills and Experience

- Experience working in the transport or rail sector
- Knowledge of accessibility best practice
- Experience of partnership working
- Understanding of disability rights and legislation

Working Arrangements

This role involves:

- Regular operational meetings with CRN
- Travel to engage with communities and rail partners
- Flexible working to accommodate participant availability
- Collaboration with local partners

This role involves hybrid working patterns, utilising our central office space in Gloucester; working from home; and travelling across Gloucestershire and Oxfordshire to engage with key stakeholders.

Training and Development

We provide access to relevant support and training for all our team members. There will be a bespoke induction programme put in place including support on the partnership and engagement elements of this project. Please let us know what requirements you require to support you in this role and in your personal development.

Application process:

If you're interested in this role, please submit your application to hannah@gocrp.org.uk

Recruitment Timeline

- ⌚ Applications submitted by 9am on Monday the 26th January 2026
- ⌚ Interview dates 9th February 2026
- ⌚ Intended Start Date April 2026

Your application must include:

- A CV highlighting your relevant experience.
- A cover letter detailing how your skills align with the role and any relevant past work examples.

We highly value diversity and are deeply committed to promoting equal opportunities in all aspects of our work. This commitment extends to individuals with lived experience and those who have faced challenging circumstances. We actively encourage applications from individuals who bring a range of perspectives and backgrounds to our team.

Alternative application formats, such as video or visual presentations, are also welcome.

We are a friendly and approachable team, and we're always here to address any questions you may have. Please don't hesitate to get in touch if you need further information or clarification. Your application is important to us, and we look forward to hearing from you

If you require further information or reasonable adjustments, please contact us on hannah@gocrp.org.uk

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Equality, Diversity and Inclusion notice can be found [here](#)