

Recruitment of a new Board Member for Wales

Information for applicants
July 2016



Llywodraeth Cymru
Welsh Government



The Commissioner for
Public Appointments

transportfocus 

Message from the Chair of Transport Focus



I am pleased to have this opportunity to thank you for your interest in becoming a Board member of Transport Focus, the statutory watchdog for Britain's rail passengers, England's bus, coach and tram passengers outside London, and for users of England's strategic road network.

Many of the issues facing passengers in Wales are similar to those in other parts of Britain, but some are also quite different; as the member appointed by the Welsh Government you will bring a unique perspective to the Board's discussions.

Since 2005, Transport Focus has developed an enviable reputation for evidence based advocacy. This is largely due to the scale of our research, to which we commit significant resources. The most widely recognisable piece of research is undoubtedly the National Passenger Survey of Britain's rail passengers, published twice annually and based on feedback from around 60,000 passengers. The Bus Passenger Survey, the pioneering methodology for which was developed by Transport Focus, is now emerging as the industry standard for passenger satisfaction among bus users. Much other research is commissioned annually as circumstances and developments require a clear view of passenger concerns and aspirations.

We remain determined to make a difference for passengers during the current challenges for public spending, for there are challenges ahead which we need to meet. Among these, fares, ticketing and value for money remain key concerns on the railways, and on the buses, punctuality occupies much of our time. Above all, trust in transport providers' capacity to deliver needs to be given the attention it merits.

Board members of the future will need to bring with them the skills and enthusiasm to deal with these and many other issues like them. Transport users expect nothing less. I hope you find the process of application fair and reasonable and thank you again for your interest in our business.

Jeff Halliwell

CONTENTS

1	Making a difference for all transport users	1
2	Description of the Role	7
3	Person Specification	7
4	Equality and Diversity	9
5	Application process	9
6	OCPA complaints procedure	11
7	Data protection	11

APPENDICES

Attached

A. The Nolan Principles - The Seven Principles of Public Life

Provided separately

- B. Terms and conditions of appointment
- C. Membership Codes
- D. Form A – Diversity monitoring
- E. Form B – Political activities
- F. Form C – Conflicts of interest
- G. Form D – Referees

1. Making a difference for all passengers

Transport Focus is an independent public consumer body set up by the Government to protect the interests of Britain's rail passengers and England's bus passengers outside of London, coach passengers on scheduled domestic services, tram passengers and users of England's strategic road network. Transport Focus is funded by the Department for Transport but its independence is subject to guarantees made by Ministers in Parliament.

We are not a lobbying or single-issue campaigning organisation; our mission is to get the best deal for passengers through evidence-based research. We aim to influence decisions and secure improvements to the journey experience. Above all we aim to be useful to passengers, to government and the industry. Our key aims are as follows:

- Improving today's transport user experience
- Making a long-term difference for transport users
- Understanding the needs of transport users through insight and research
- Transparency – being more visible, measuring and reporting performance

Our History

Transport Focus has existed in some form since 1947 when the Central Transport Consultative Committee (CTCC) and a network of Transport Users Consultative Committees were established as the passenger representative bodies. We were given extended powers in 1962 and again in 1968. When the rail network in the UK was privatised in 1993 our committees were replaced with the Rail Users Consultative Committee (RUCC) Network, including the Central Rail Users Consultative Committee (CRUCC) as the national co-ordinating body. In 2000 we became the Rail Passengers Council and Committees (RPC).

The Railways Act 2005 changed everything. Since 24 July 2005, there has been a new Rail Passengers Council which is the official, independent voice of all rail passengers. We are a single GB-wide organisation which replaced the previous Rail Passengers Council and regional Rail Passengers Committees. Passenger Focus is the operating name of what is now The Passengers' Council.

The Local Transport Act 2008 enabled the Secretary of State to extend our remit through secondary legislation. We now represent bus passengers in England, outside London. Included in this remit are bus services and scheduled domestic coach journeys.

Transport Focus now

In 2015, we took on the job of representing users of the strategic road network in England. The organisation is structured as an executive non-departmental public body, sponsored by the Department for Transport. The Welsh Government, Scottish Government and the London Assembly each appoint a member to the Board. The remaining appointments, including the Chair, are made by the Secretary of State for Transport through an appointments process regulated by the Commissioner for Public Appointments. Current board member profiles can be found at <http://www.transportfocus.org.uk/about/management> along with a full organisational structure chart.

The Board meets approximately three to four times per year in public. The Board meets in London and Manchester and around the country.

For more information about Transport Focus please visit www.transportfocus.org.uk where you can read a copy of the current year workplan and links to many activities in which we are involved.

The Welsh Government is seeking an individual to join the Board as a Member representing Welsh interests. A description of this role along with a person specification is outlined in the following section. As this is a public appointment, all successful applicants will be required to conduct themselves in accordance with the Transport Focus Membership Codes and the Seven Principles of Public Life, also appended to this document.

Board members will be paid £12,363¹ per annum based on four days contribution a month taking one month with another, and will be paid monthly. The appointment will **not** be pensionable.

Transport in Wales

Transport is an enabler for many aspects of the Welsh economy and aims to support a modern society featuring high levels of mobility.

The transport network plays a vital role in reducing poverty by supporting economic growth; linking people to jobs, delivering products to markets, supporting domestic and international trade; thereby helping to promote greater social inclusion and ensuring the sustainability of communities.

¹ Plus 1% pay award pending

Responsibilities

Responsibility for transport in Wales sits with the Welsh Government, as well as the UK Government, Welsh local authorities, Network Rail, public and community transport operators and third sector organisations who all have an interest and contribute to transport improvements.

As the highway authority for trunk roads and motorways in Wales, the Welsh Government, is directly responsible for the maintenance, operation and management of this £13.5bn asset. There are over 75 miles of motorway and over 1000 miles of trunk road.

Rail is an important component of the transport network in Wales for both passengers and freight. The Wales Route, a Network Rail management unit covering but not entirely congruent with geographic Wales, covers just under 1500 miles of track, nearly 2000 bridges and 244 stations. The nature of the rail network in Wales is such that it provides critical connectivity for many communities, including in rural areas and deprived communities.

Since 2006 the Welsh Government has been responsible for the management of the Wales and Borders franchise and has significantly expanded service capacity and passenger numbers. Between 2003-04 and 2012-13, train kilometres for services provided by Arriva Trains Wales increased by 31 per cent. It is anticipated that passenger demand will continue to increase significantly. The current Wales and Borders franchise comes to an end in October 2018 and agreement in principle has been reached on the transfer to Welsh Government of responsibility for specifying and awarding the next Wales and Borders franchise

Responsibility for rail infrastructure in Wales is non-devolved, and the UK Government is responsible for specifying the high level outputs to be delivered and funding available in respect of Wales. As part of the specification of enhancements to be delivered by Network Rail in England and Wales during Control Period 5 (4/2014 to 03/2019), the Secretary of State for Transport announced the electrification of the Great Western Main Line from London to Cardiff onwards to Swansea, and the Valley Lines.

In addition the Welsh Government Transport department also provides funding for a number of grant schemes and initiatives to promote sustainable travel choices for the people of Wales including; Community Transport initiatives; Concessionary Fares for Elderly and Disabled people; the Blue Badge Scheme; Sustainable Travel Centers and active travel initiatives.

Minister

Ken Skates AM is the Cabinet Secretary for Economy and Infrastructure with responsibility for Transport

2. Description of the Role

As the appointed Board Member representing Welsh interests, you will be expected to work in partnership with staff and meet regularly across the country with transport users and other stakeholders. You will ensure that the user voice is not only heard but understood and acted upon by those in positions of influence. This is a role for a proactive person with the capacity and will to identify the need for, and promote, change.

Your role will be to use your skills and personal experience to make a difference for passengers. Specifically, you will:

- Represent the interests of Welsh transport users on the Board, whilst ensuring our work represents good value for money
- Contribute fully to the review and development of GB wide strategy; going forward, this may mean an innovative and/or cross-cutting approach to work planning and service delivery
- Represent the organisation to users, the rail, bus, coach and tram industry, the media and other stakeholders
- Lead/participate in work streams as discussed and agreed with the Chair
- Represent the organisation on other bodies
- Chair or speak at public meetings and/or conferences
- Contribute to the scrutiny and governance of the organisation

3. Person Specification

Essential skills, knowledge and experience

Transport Focus would like to hear from candidates who can **demonstrate** the following essential skills, knowledge and experience:

- Demonstrable capacity for strategic thinking in a previous role, and evidence of how this may be directed towards making a difference for transport users
- Regular user of passenger services and, in particular, Welsh and cross border services, thus able to demonstrate understanding of passenger issues, particularly in Wales
- Demonstrable understanding of the Welsh political environment and its interface with the rest of Great Britain
- Ability to build and sustain credible, constructive relationships with external stakeholders
- Proven experience of building credible, constructive relationships with internal stakeholders

Desirable skills, knowledge and experience

In addition to the above, candidates are asked to **demonstrate** one or more of the following:

- Knowledge of the Welsh language
- Private sector experience in business appraisal, modelling, investment or change
- Experience of digital transformation and / or the exploitation of social media for business goals
- Knowledge of a specialist field such as:
 - Consumer affairs
 - Customer facing business
 - Rail, bus or road industry
 - Integrated transport
 - Business use of rail or bus
 - Regulatory affairs
 - Accessibility
 - Consumer/ community empowerment
 - Evidence based campaigning
 - Media and/or public relations issues
 - Local government
 - Regional government

Appointments will normally be offered for four years, which may be renewed once, subject to satisfactory performance.

4. Equality and Diversity

The Welsh Government is committed to the principle of public appointments based on merit, independent assessment, openness and transparency of process. Transport Focus is committed to equality and diversity and especially welcomes applications from women, members of ethnic minorities and people with disabilities with appropriate skills and experience.

5. Application process

Transport Focus is managing the recruitment process on behalf of the Welsh Government but the final decisions on all steps up to and including appointment rest with Ministers. The appointment is being carried out under the Code of Practice published by the Commissioner for Public Appointments; this also provides for an independent member of the selection panel.

The role of the panel is to:

- assist the Commissioner for Public Appointments, Ministers, other appointing authorities and departments to make effective public appointments which command public confidence;
- provide an assurance that the appointments process has conformed to the principles and practices set out in the Code of Practice at: <http://publicappointmentscommissioner.independent.gov.uk/wp-content/uploads/2012/02/Code-of-Practice-20121.pdf> ; and
- ensure that appointments are made in a fair and open way and are made on merit to high quality candidates drawn from a strong and diverse field.

To apply for this post you must:

- Provide a covering letter setting out why you are interested in the role and **clearly** how you meet the essential criteria / desirable criterion above
- Provide an up- to-date and comprehensive curriculum vitae (please also indicate your preferred salutation - Mr, Mrs, Miss, Ms etc.).
- Complete and attach the diversity monitoring form A. This form is **not** part of the selection process and will be treated in confidence. It will be kept separate from your application and will not be seen by the selection panel.
- Complete and attach the political activity form B – this information will be provided to the Panel **only** for those applicants selected for interview; it will enable the Panel to explore such activity with the candidates in the context of their ability to perform their role.
- Complete and attach the conflict of interests form C
- Complete and attach the referees and declaration form D

You should send all of the above **by email** to Jon Carter, Head of Business Services at Transport Focus, to: boardrecruitment@transportfocus.org.uk

Please note that the closing date for all applications is Friday 30 September 2016. Late applications may not be accepted.

If you have problems e-mailing your application, please send a hard copy to:

Transport Focus - Board recruitment centre
Fleetbank House
2-4 Salisbury square
London EC4Y 8JX

If you experience any difficulties completing your application form, please contact the Transport Focus recruitment centre on 0300 123 2144 for assistance before the closing date.

After the closing date for applications:

- Your application will be first checked for completeness and eligibility. If necessary, you may be contacted at this stage to clarify any points that are unclear.
- Applications will be assessed by the panel against the criteria outlined in this document.
- It is anticipated that shortlisting will be completed during the week commencing 17 October 2016. Shortlisted candidates will be informed as soon as possible if they have been selected for final interview and a telephone conversation will be arranged. This will explore any areas which are unclear from the information provided, as well as motivation. Interview details will be confirmed by e-mail or letter. References will be taken up prior to interview. Formal interviews with the Selection Panel are expected to be held during the week commencing 22 November 2016 in **Cardiff**. These dates are however provisional and may change.

Reasonable expenses to attend interview(s) will be paid, based on the cheapest and most reasonable method of travel.

At the formal interviews, candidates should come prepared for an **informed discussion** on matters of interest and/or concern to transport users and broader challenges facing Transport Focus.

6. Complaints Procedure

If you have a complaint about the recruitment and selection procedure, you should write to:

Simon Pickering
Public Transport Division - Yr Is-adran Trafnidiaeth Gyhoeddus
Department for Economy and Infrastructure – Adran yr Economi a'r Seilwaith
Welsh Government - Llywodraeth Cymru
Cathays Park
Cardiff CF10 3NQ
or e-mail: simon.pickering@wales.gsi.gov.uk

If, after receiving a comprehensive response, you are still concerned, you can contact the Commissioner for Public Appointments. Details of his complaints procedure can be found at:

http://publicappointmentscommissioner.independent.gov.uk/whatwedo/complaintsan_dinvestigations/index.html

7. Data protection

Transport Focus is a registered data controller and takes data protection seriously. The information you supply will be kept safe and used strictly for the purposes for which you supply it. By applying, you are giving your consent to us sharing your information, including sensitive personal data, with officials from the Welsh Government and any special advisors we may use to help assess your application. Statistical abstracts from the data you supply will be made but will be anonymous. A copy of our privacy policy may be found on our website.

Appendix A

The Nolan Principles -The Seven Principles of Public Life

Selflessness Holders of public office should take decisions solely in terms of the public interest. They should not do so in order to gain financial or other material benefits for themselves, their family, or their friends.

Integrity Holders of public office should not place themselves under any financial or other obligation to outside individuals or organisations that might influence them in the performance of their official duties.

Objectivity In carrying out public business, including making public appointments, awarding contracts, or recommending individuals for rewards and benefits, holders of public office should make choices on merit.

Accountability Holders of public office are accountable for their decisions and actions to the public and must submit themselves to whatever scrutiny is appropriate to their office.

Openness Holders of public office should be as open as possible about all the decisions and actions that they take. They should give reasons for their decisions and restrict information only when the wider public interest clearly demands.

Honesty Holders of public office have a duty to declare any private interests relating to their public duties and to take steps to resolve any conflicts arising in a way that protects the public interest.

Leadership Holders of public office should promote and support these principles by leadership and example.