

Location: London

Salary: circa £28,982 (plus access to civil service pension arrangements)

This is an exciting opportunity for an individual who is looking for a challenging role that requires initiative, and the ability to understand and help formulate strategy and how their own actions can influence its delivery. You will make a difference for train, bus, coach and tram passengers by supporting the Head of Business Services through a focus on effective corporate governance. This will include the effective delivery of key meetings and their outcomes; planning, reviewing and reporting across the organisation; owning the project management framework and negotiating project delivery, performance planning and process compliance with colleagues; working with the Chief Executive and colleagues and board members to deliver corporate governance support to the organisation.

The successful candidate should be educated to degree level (or equivalent), with demonstrated experience of working in a similar or comparable role.

You should be self motivated with the ability to organise and prioritise effectively and, over time, be comfortable with taking your own decisions within agreed parameters. You will need to demonstrate strong oral and written skills and be able to present information clearly; **in particular** the ability to produce clear and concise documents and reports, including minutes, in a persuasive style. You should also be competent in the use of Microsoft Office. There is a need to communicate with individuals at a variety of levels within the organisation (including Board members) in a diplomatic, yet assertive, manner, which will help you build and maintain effective relationships within the role. You should also have an ability to think strategically in order to assist the team with the achievement of ongoing business objectives. Experience in corporate governance and servicing board level meetings would be an advantage, as would familiarity with web and intranet maintenance and contact management systems. Some (expensed) travel, in particular between our London and Manchester offices, and very occasionally including early starts or late finishes, should be regarded as inevitable.

For more information on the role, full job description and information on how to apply, visit <http://www.passengerfocus.org.uk/about/careers>

If you are unable to access the information, please contact the HR Department via e-mail recruitment@passengerfocus.org.uk, or telephone 0300 123 2166/2169.

Closing date for receipt of applications is 22nd February 2013.

Assessments will take place on 6th March 2013.