

**TITLE:** Corporate Services Executive  
**GRADE:** C+  
**MANAGER:** Head of Business Services

## PURPOSE OF THE JOB

To make a difference for train, bus, coach and tram passengers. This will be done by supporting the Head of Business Services (HoBS) through a focus on corporate governance - compliance, business planning, reporting and process improvement. In addition, the Corporate Services Executive (CSE) will work with the Chief Executive to efficiently and proactively support the Board and Management Team and, as appropriate, its committees.

## OUTLINE

Reporting to the HoBS, the Corporate Services Executive will maintain information management frameworks such as business planning, business performance reporting and project management. The post holder will assist the HoBS across the range of activities for which he or she is responsible as part of the Chief Executive's team. The post holder plays a key role in supporting both the Board and the Management Team.

This post will be based in London and will include some travel, as and when required.

## TASKS AND RESPONSIBILITIES

### Board Arrangements & Meetings Management

Responsible for ensuring effective arrangement and administration of Board and Management Team meetings including:

- Organise and service monthly meetings of Management Team including timetabling, agenda-setting, minute-taking, logistics, compilation and distribution of papers.
- Ensure that the agenda and supporting papers, and minutes and staff briefings, are prepared and distributed as appropriate and according to the prescribed deadlines.
- Log, track and monitor the action matrix and drive progress on action points with management team members.
- Liaise with the Chairman and Chief Executive and other colleagues, develop agendas for (public) Board meetings and (private) members' events, manage the process of tabling corporate business, and liaise with the external stakeholders attending. Collate and publish agendas and supporting papers as agreed.
- Keep accurate records of Board meetings, log and monitor actions points and drive progress with Management Team members; reporting on board meeting action points to Management Team.

## Planning & Performance

Provide business planning support and effective reporting of business performance to the Management Team and Board, including:

- Support and help drive the annual business planning process, enabling teams to establish work plans, identify and manage risks and map business processes with key performance indicators and controls.
- Maintain a successful monthly process of providing agreed management information to the Management Team to include performance management data based on organisational KPIs.
- Develop and manage the flow of performance reports to the Board every quarter in line with ongoing work themes and strategic intent, providing scrutiny against business plan commitments, and challenge where necessary. Provide a first draft of the Chief Executive's work plan report.
- Proactively manage the project management framework, liaising with delivery and finance colleagues to ensure projects are effectively scoped, approved and reviewed, the project 'fund' is fully controlled, regular summaries are provided to management team and audit committee and any consequent actions implemented, and training / embedding within Passenger Focus is effectively delivered.

## Organisational Development & Compliance

- Provide advice to colleagues at all levels in respect of corporate policies and procedures..
- Work closely with other colleagues within the team to provide 'joined-up' service delivery to the rest of the organisation.
- Support the HoBS with the maintenance of appropriate internal control and risk management processes and the development and improvement of business processes across Passenger Focus.
- Maintain accurate and up to date team registers and logs for performance reporting and related purposes
- Liaise with the Sponsorship team at DfT and manage the quarterly meetings with officials.
- Other tasks that may be regarded as being within the skill and competence of the post holder.

## PASSENGER FOCUS - PERSON SPECIFICATION

### EDUCATION / PROFESSIONAL KNOWLEDGE & RELEVANT EXPERIENCE

#### ESSENTIAL:

- Degree or equivalent educational attainment, with demonstrated experience of working in a comparable role.
- Competent in the use of Microsoft Office (Word, Excel, PowerPoint and Outlook).
- Effective writing skills.
- Demonstrable experience and understanding of project management techniques.

#### DESIRABLE:

- Experience of Corporate Governance and servicing Board level meetings.
- Willingness to study towards professional qualifications or undertake relevant training.
- Knowledge of, or interest in, the transport industry.
- An understanding of passenger aspirations and an interest in how passenger issues are identified and improved.

### CORE SKILLS AND COMPETENCIES

#### WORKING WITH OTHERS

Works effectively as part of a team by collaborating with others and contributing towards team goals. Professional in approach. Demonstrates empathy and understanding of others' viewpoints in order to build rapport. Supports colleagues and works cross functionally to provide an effective input to the organisational team. Engages with others at all levels, sharing knowledge and best practice. Manages the expectations of others. Gains cooperation from others by talking through issues and solutions.

#### INFLUENTIAL COMMUNICATION

Communicates in a way that can be easily understood. Speaks clearly and concisely at an appropriate pace, checking for understanding. Presents verbal and written information in a structured way. Actively listens to others and asks questions to indicate engagement or for clarification. Engages positively when communicating with others. Adapts communication style to the needs of the audience and situation. Conveys credibility when communicating at all levels of the organisation.

#### FLEXIBLE PLANNING AND ORGANISING

Systematic and methodical when developing structured plans to manage own workload. Considers timescales and the materials available and manages these effectively in order to meet deadlines. Recognises the need to be flexible in approach to completing tasks. Thinks ahead and anticipates changes. Prioritises tasks in order to respond effectively to competing demands. Monitors progress by reviewing stages regularly. Responds flexibly to changing priorities by re-arranging own workload or adapting existing plans.

#### PROBLEM SOLVING AND CRITICAL THINKING

Is able to assess problems from a variety of angles by recognising relevant and irrelevant information. Will formulate solutions based on the facts. Able to understand research information or data and link outcomes to objectives. Establishes key facts and identifies root cause issues. Identifies a range of

possible solutions and assesses the associated risks. Makes objective and reasoned decisions based on facts and evidence. Is able to interpret research information or data correctly.

### **CONTINUOUS IMPROVEMENT**

Committed to continuously strive for results and takes pride in producing work to high standards. Committed to improving self through learning from own experiences. Proactively identifies improvements to processes and services, implementing own ideas in line with best practice. Appropriately challenges the status quo. Takes steps to identify a way to fill their own skills/knowledge gap and takes positive steps to address the gap.

### **TENACITY AND RESILIENCE**

Works well under pressure, focused on completing tasks. Delivers consistent quality representation of the organisation and retains business focus in difficult situations. Remains emotionally controlled when under pressure or in stressful situations. Self starting with the ability to handle challenges and obstacles confidently. Determined to succeed, demonstrating persistence.

### **STRATEGIC THINKING**

Demonstrates organisational awareness. Understands the role of the organisation and who the stakeholders are. Recognises how own role impacts and links into organisational objectives. Thinks through the wider consequences of their actions and how these will impact on organisational goals. Considers wider strategic issues when developing approach to achievement of own objectives. Understands how key departments fit together and looks outside own team to link strategically and achieve wider organisational goals. Identifies both internal and external issues that might impact the organisation.

### **IMPORTANT WORKING RELATIONSHIPS**

- ➞ Chief Executive, Chairman, and Board Members.
- ➞ Management Team Members.
- ➞ Resources Team Members.
- ➞ Passenger Focus staff.
- ➞ Key stakeholders, DfT officials and third party suppliers..