

## Passenger Focus Job description

**Title: Corporate Services Executive**

**Salary: £28,982**

**Based: Islington, London, N1**

**Line manager: Corporate Governance Manager**

### **The organisation**

Passenger Focus is the independent national rail consumer watchdog. We have two main aims; to influence both long term and short-term decisions and issues that affect passengers, and to help passengers through advice, advocacy and empowerment.

With a strong emphasis on evidence-based campaigning and research, we ensure we know what is happening on the ground. We use our knowledge to influence decisions on behalf of rail passengers and work with the rail industry, other passenger groups and governments to secure journey improvements.

Our vision is ensure that the rail industry and governments are always

**‘putting rail passengers first’**

This will be achieved through our mission of

**‘getting the best deal for rail passengers’**

Over the coming months the role of the organisation is being extended to include bus and coach passenger representation.

### **Your application**

The information that follows provides a description of the key skills, capabilities and responsibilities for the role of Corporate Services Executive. Please ensure you link your experience in your CV to the information in this advert.

### **The role**

This is an exciting opportunity for an individual who is looking for a challenging role that requires initiative and the ability to understand the company strategic direction and how their own actions can influence this.

The key focus for this role is to provide efficient proactive support to the Management Team by supporting the Corporate Governance Manager and Resources Director in the planning, developing and implementation of organisation-wide tasks, ensuring the organisation meets its statutory responsibilities, in particular the management of corporate risk and information risk.

The successful applicant will be educated to degree-level, or equivalent level of experience in work of a similar nature, with strong written and verbal communication skills and the ability to influence others with effective presentation skills. A forward-thinking approach with an ability to predict and understand changes to the environment in which the organisation operates, whilst continuously developing effective strategies. The ability to build strong working relationships at all levels is essential. Experience in corporate governance, servicing board level meetings and proven analytical skills would be an advantage.

### **Tasks and responsibilities**

- To organise and schedule service meetings; setting the agenda and ensuring all necessary supporting documentation and paperwork is compiled.
- Establishing and maintaining sound business administration procedures that support the constitutional governance of Passenger Focus.
- Leading on the administration and development of the annual business plan, ensuring that competing viewpoints are reconciled.
- Monitoring and reporting on delivery against business plan objectives.
- Ensuring compliance with all legal and statutory requirements and securely handling confidential data.
- Managing the internal risk processes to ensure the corporate risk register is up to date and accurate
- Providing advice to colleagues, at all levels, in respect of corporate policies and procedures.

### **Contact details**

If you are interested in applying for this vacancy please forward an email attaching an up-to-date CV to [tracy.west@reed.co.uk](mailto:tracy.west@reed.co.uk)

For an informal discussion about the role, please contact Tracy West on 07793 263639. All applications will be treated in the strictest confidence.

Closing Date for applications: **9 January 2009**