

## Passenger Focus Job description

*The post is offered on a fixed-term basis for 12 months with the possibility that it may become permanent.*

**Title: Events Executive**

**Based: Islington, London, N1**

**Salary: £22,940**

**Line manager: Head of Communications**

### **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**

A hands-on role which demands the pro-active organisation and delivery of public and stakeholder events for Passenger Focus. Working alongside the Communications Team and the Corporate Governance Team on conferences, public board meetings, events for non-executive board members, and political receptions. Strong working relationships with colleagues and external organisations will be key to ensuring that events run efficiently. These events provide an opportunity to influence changes for Britain's rail passengers, helping get the best deal for them and, in addition, promote the work of the organisation.

The post requires a 'can-do' attitude, with the ability to plan logically and to fully utilise strong organisational and communication skills on a day-to-day basis. In addition, the role requires the application of strategic thinking, the ability to comprehend how decisions and actions can support and drive current organisational strategy, as well as a positive attitude to change. Customer relationship management skills are key to success within this position; the ability to treat every contact as a customer and pro-actively build excellent working relationships is a prerequisite.

The successful applicant will be educated to at least 'A'-level standard, or equivalent, with outstanding verbal and written communication skills, an eye for detail, and the ability to present information in an objective and persuasive manner. Credible experience in event organisation will allow the applicant to recognise the importance of promoting the 'Passenger Focus' brand through effective marketing and promotional activity, whilst being mindful of budgetary limitations.

### **Tasks and responsibilities**

- To lead the organisation on a range of events from conferences, party conference fringe events, political receptions, etc.
- Venue and supplier sourcing, negotiation and on-going liaison.
- Full responsibility for the management of delegates.
- Management of the events section of the website.
- Liaison with both internal and external stakeholder over the telephone, email and face-to-face.
- Ensuring compliance with all health and safety, accessibility and legal requirements.
- Preparing briefing documents, mailings and delegate packs and papers.
- On-site attendance at most events.
- Evaluating the success of organised events.

### **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**