



London TravelWatch is the official watchdog voice for transport users in and around the capital. We champion the interests of passengers through representation, consultation, investigation and monitoring and by taking every opportunity to press for a better travel experience for passengers.

Casework Officer

Part-time: 2 days, Monday and Tuesday

Starting salary: £25,002 pro rata per annum

Generous leave allowance + incremental salary + season ticket loan + pension

Your role will be to investigate complaints from passengers dissatisfied with the response they have received from transport operators. You will have excellent customer service skills, be able to provide advice verbally and in clear, succinct written communication (tested at interview). You will be able to negotiate with transport operators to achieve the best possible results for transport users. Very organised and able to prioritise your work, you will also be committed to delivering a high quality service within strict timescales.

While an understanding of the London public transport system is highly desirable, applications are welcome from all candidates with the right skills and experience.

To apply, please visit our website

http://www.londontravelwatch.org.uk/our_work/vacancies or email vacancies@londontravelwatch.org.uk Alternatively, telephone 020 7726 9958 or write to London TravelWatch, 6 Middle Street, London, EC1A 7JA, quoting job reference CO/LTW. (Please note we will not accept CV's - only completed application forms will be considered).

Closing date for all applications: 05.03.12 (9:00 a.m.)

Interview date: 13.03.12

We welcome applications from all sections of London's diverse community

London TravelWatch is the operating name of the London Transport Users Committee.



INVESTOR IN PEOPLE