

Passenger Focus Job description

Title: Passenger Adviser

Salary: £16,339

Hours: Full-time

Based: Manchester, M1

Line manager: Passenger Advice Team Leader

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 customer advice role that requires a professional approach. The post holder will be responsible for ensuring that any passenger contact is dealt with empathetically yet effectively to ensure that complaint handling targets are met consistently. The post holder will deal with enquiries and complaints from bus, coach and rail passengers.

The key focus for this role is to provide excellent customer service, whilst also displaying effective administration skills to ensure relevant information is captured effectively.

The successful applicant will have relevant experience in an office based customer service environment. It is important to communicate clearly both verbally and in writing so that consumers easily understand how their complaint is being handled. The post holder should have a commitment to quality and a resilience that allows effective working under pressure to take responsibility for customer issues in order to resolve problems successfully and continually deliver results.

Tasks and responsibilities

- Providing professional and consistent 'first level' customer contact, responding to and redirecting complaints appropriately.
- Taking the lead in implementing and delivering internal procedures to provide a bus and coach advice and advocacy service.
- Forging relationships with relevant stakeholders who investigate and resolve complaints for bus passengers.
- Ensuring all customer contact, whether verbal, postal or electronic is recorded accurately and that these logs are maintained and improved as necessary. Also, maintaining informational resources and publication stocks in order to fulfil customer requests.
- Producing standard and tailored reports and looking for ways to continually improve customer service policies.
- Maintaining contact with outsourced passenger contact centres in order to ensure that transition of information is completed effectively between the two centres.

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

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**