

<b>TITLE:</b>	<b>Road user director - two year fixed term contract</b>
<b>GRADE:</b>	<b>F</b>
<b>SALARY</b>	<b>£67,000</b>
<b>MANAGER:</b>	<b>Chief executive</b>
<b>LOCATION</b>	<b>London</b>

## **Purpose of the job**

To lead Passenger Focus's activities in making a difference for users of England's Strategic Road Network (SRN). To ensure proactive and effective management and engagement of key stakeholders. To promote understanding of Passenger Focus's role and functions. To make a significant contribution to boosting Passenger Focus's effectiveness and development.

## **OUTLINE**

Reporting to the chief executive, the road user director will work with the chairman, chief executive and management team to help establish the strategic direction of Passenger Focus's work for users of the SRN (including cars, freight and vulnerable road users). Ensure that this work is communicated across the organisation, our external stakeholders and the media.

To contribute to corporate plans and projects in line with the achievement of business objectives. To develop and maintain a high level credibility and influence with a broad range of local and national stakeholders in order to help make a difference for users of the SRN by conceiving, planning, delivering and communicating Passenger Focus's road user research and plans.

The post holder will act as a spokesperson on behalf of Passenger Focus, including media representation as and when required.

The post will be based in the London office, but with a requirement to work from Manchester some days each month, and to travel and work unsocial hours in order to liaise with key external stakeholders, including the media.

## **TASKS AND RESPONSIBILITIES**

### **Leading the team**

- Lead, coach and manage the road user team and co-ordinate the road user work streams (which involve a high degree of matrix working with other teams), working within budget guidelines and work plan limits.
- Ensure appropriate performance management standards are adhered to and employees possess the relevant skill sets and adequate resources to deliver results.
- Contribute to the development and ongoing management of the organisation through membership of the Management Team.

## Strategic planning and delivery

- Working in partnership with the chief executive to lead the organisational development of Passenger Focus's new responsibilities for road users, ensuring this fits well with existing teams and other roles and responsibilities.
- Work with the chairman, chief executive and management team to formulate and communicate ongoing strategic objectives for the organisation and provide input into the business planning to ensure achievement of these objectives.
- Drawing on Passenger Focus's research and policy teams, make a difference for users of the SRN.
- Work closely with the heads of policy, research and communications to ensure effective co-ordination and delivery of current and future projects.
- Working with the Head of Research to develop measures road user satisfaction

## Stakeholder management

- Drive the development, planning and delivery of relationships with local and national stakeholders in line with the organisation's stakeholder strategy.
- Liaise with major stakeholders such as Department for Transport (DfT), Highways Agency (HA), Freight Transport Association (FTA), Road Haulage Association (RHA), Sustrans, Royal Automobile Club (RAC), Automobile Association (AA) and other relevant organisations to communicate and influence road issues and to make a difference for the users of the SRN.
- Act as a spokesperson for Passenger Focus with the media and key stakeholders and speak at conferences and other events as required.

## Financial management

- Ensure accurate accounting and reporting procedures are adhered to.

## PASSENGER FOCUS - PERSON SPECIFICATION

### EDUCATION / PROFESSIONAL KNOWLEDGE & RELEVANT EXPERIENCE

#### Essential:

- Proven experience in a comparable role, including experience of successfully leading co-ordinated programmes across several teams and successfully securing the commitment of staff and stakeholders.
- High-level media and senior stakeholder engagement experience.
- Demonstrate knowledge and experience of the public sector.
- Efficient in the use of using Microsoft Office (particularly Word, Excel, PowerPoint and Outlook).
- Clean driving license.

#### Desirable:

- Knowledge of SRN and road user issues, including an awareness of the legislation governing the industry and the remit of Passenger Focus.
- Experience of working in a changing environment.
- Experience of developing strategic plans.
- An understanding of road user priorities and an interest in how road user issues are identified and improved.
- Degree or equivalent educational attainment.

## CORE SKILLS AND COMPETENCIES

### **WORKING WITH OTHERS (3)**

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 co-operation from others by talking through issues and solutions. Proactively inspires trusting partnerships. Initiates and develops relationships to further organisational goals. Networks both within and beyond the organisation. Focuses on developing long-term relationships.

### **INFLUENTIAL COMMUNICATION (3)**

Communicates in a way that is 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. Persuades and influences others, considering the implications of messages being given. Negotiates in order to secure positive outcomes. Demonstrates diplomacy when faced with objections or potential conflicts.

### **FLEXIBLE PLANNING AND ORGANISING (3)**

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 rearranging own workload or adapting existing plans. Manages multiple projects effectively in order to meet deadlines. Builds in contingencies in plans. Recognises the consequences of planned actions and tailors approach accordingly. Creates plans which balance short, medium and longer-term goals. Reallocates the workload of others in response to changing demands.

### **PROBLEM SOLVING AND CRITICAL THINKING (3)**

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. Quickly and accurately establishes and filters key facts and information. Champions an evidence based approach, making unbiased and emotionally controlled decisions. Is able to translate research data or information, ensuring that it is meaningful for others.

## **CONTINUOUS IMPROVEMENT (3)**

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 own skills/knowledge gap and takes positive steps to address the gap. Measures and drives the success of suggestions and creates an environment of continual improvement. Facilitates team involvement in organisational improvement. Encourages others to identify their own individual improvements.

## **TENACITY AND RESILIENCE (3)**

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. Anticipates issues and potential conflict. Unwavering approach to finding a balanced solution. Focused on achieving successful outcomes for the business, even when faced with making tough or unpopular decisions.

## **STRATEGIC THINKING (3)**

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 own 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. Creates departmental strategy which balances short, medium and long term organisational goals. Approaches strategic issues flexibly and manages the impact of changes in strategic plans. Drives achievement of strategic objectives.

## LEADERSHIP SKILLS AND COMPETENCIES

### Leading and Inspiring Others (1)

Provides direction and leadership for others. Understands the capability of the team. Defines success and measures the performance of others. Empowers individuals to take responsibility for their own performance.

### Developing Others (1)

Identifies talent and development needs in others. Supports others to maximise their professional development. Understands the importance of taking a long-term view when developing others.

### Managing Change (2)

Demonstrates commitment to change, without promoting change for change's sake. Considers those affected by the transition, providing support. Gains buy-in to the changes from others.

### Driving Strategic Results (1)

Proactively researches the strategic needs of team and organisation to ensure that goals and objectives are intrinsically linked to achieving results for the business and maintaining organisational reputation. Cascades strategic direction and expectations to ensure that changing circumstances do not result in lack of focus. Ensures that organisational strategy and plans remain current and results oriented.

### Emotional Intelligence (Self-Awareness & Emotional Perception) (1)

Understands and monitors own emotions, recognises emotional triggers and manages them effectively to guide own thinking and performance.

## IMPORTANT WORKING RELATIONSHIPS

- Chief Executive
- Chairman, Board and Management Team
- Research Team
- Policy Team
- Communications Team
- Media representation, where necessary
- National / Local Government Lobbying bodies and volunteer groups
- Senior stakeholders in organisations such as: DfT, HA, FTA, RHA, SUSTRANS, RAC, AA etc