

## Passenger Focus Job description

**Title: Senior Passenger Adviser**

**Salary: £22,940**

**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 challenging 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 key focus for this role is to provide excellent customer service, whilst maintaining effective information management systems that can be used to identify trends and issues that relate to the experiences of rail passengers.

The successful applicant will have relevant experience in a demanding customer service environment. It is important to possess superior written and verbal skills in order to communicate with the customer effectively, using reasoned argument and clarity of information to persuade and influence positive outcomes. The post holder should have a forward thinking attitude and tenacity to take responsibility for customer issues in order to resolve problems successfully and continually deliver results.

### **Tasks and responsibilities**

- Providing a professional and consistent appeal complaint handling service by representing the customer to train operating companies/rail service providers.
- Achieving individual targets for quality and quantity of response as well as working collaboratively to maintain team efficiency.
- Producing standard and tailored reports and looking for ways to continually improve customer service policies.
- Analysing complaints information to identify trends and provide improved customer advice delivery.
- Maintaining relationships at all levels, within Passenger Focus, the Rail Industry and other third party organisations.
- Liaising with a variety of departments and personnel within Passenger Focus to create a 'global' team working environment.
- Working with minimum supervision to proactively handle and escalate issues as appropriate.

### **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**