

**Passenger Focus  
Job description**

**Title: Business Services Executive**

**Grade / Band: C+**

**Salary: £28,982**

**Line Manager: Head of Corporate Services**

*This is a 12 month fixed term post.*

**Purpose of the job**

To help get the best deal for Britain's rail, bus and coach passengers; this will be done by delivering efficient and proactive support to the management team and providing timely, accurate and relevant management information to the management team, the board and its committees.

**Outline**

**This role requires the ability to generate high quality minutes of meetings within agreed team deadlines**, and to take responsibility for the effective delivery of planned meetings by working with colleagues and board members. Assist colleagues on the team deliver corporate governance support to the organisation.

**Tasks and responsibilities:**

**1. Management team support**

Responsible for ensuring effective administration of management team meetings including:

- Organise and service monthly meetings of management team including timetabling, agenda-setting, minute-taking, logistics, compilation and distribution of papers
- Ensure that the agenda and supporting papers, and minutes and staff briefings, are prepared and distributed as appropriate and according to the prescribed deadlines
- Log, track and monitor the action matrix and drive progress on action points with management team members
- Ensure the board action matrix is monitored and drive progress on action points with management team members; report on board meeting action points to management team.

**2. Management information and performance reporting**

Responsible for the effective reporting of business performance to the management team and board, including:

- Develop and deliver a monthly process of providing agreed management information to the management team
- Help develop and manage the flow of performance reports to the board every other month, providing scrutiny against business plan commitments and challenge where necessary.
- Provide a first draft of the Chief Executive's summary report.

### 3. Board meetings and stakeholder boards

Responsible for keeping accurate records of the board meetings and ensuring the effective administration of the stakeholder boards including:

- Managing the process of tabling corporate issues at board meetings and tracking and following up determinations
- Take minutes of board meetings; log, track and monitor the board action to ensure these are followed up
- Organise and service bi-annual meetings of the National Passenger Survey (NPS) and bus research stakeholder boards including timetabling, agenda-setting, minute-taking, logistics, compilation and distribution of papers.

### 4. Other

- Maintain business continuity plans in a state of readiness and arrange an annual review
- Provide advice to colleagues at all levels in respect of corporate policies and procedures and the work of the team
- Other tasks that may be regarded as being within the skill and competence of the post holder.

## Passenger Focus Person specification

### Education / professional knowledge and relevant experience:

#### Essential

- **Education:** Degree level or equivalent educational attainment
- **Experience:** In work of a similar nature.

#### Desirable

- **Professional knowledge and expertise:** some experience of corporate governance and servicing board level meetings would be an advantage.

### Skills and competencies:

- **Flexible organisation and prioritisation:** Should be self motivated with the ability to organise and prioritise effectively. An ability to take ownership for, drive, and monitor plans effectively to deliver ongoing corporate objectives
- **Influential communication:** Demonstrates strong oral and written skills and able to present information clearly; **in particular** the ability to write clear and concise minutes in a persuasive style. Needs to possess the ability to communicate with individuals at a variety of levels within the organisation (including Board members) in a diplomatic, yet assertive, manner
- **Relationship management:** Ability to develop and maintain excellent working relationships with Board members, Management Team, colleagues and external contacts at all levels. Manages expectations effectively to ensure that accountability for minuted actions are clear and deadlines are met

- **Information management:** Ability to persuade others using a variety of informational tools. Recognises the need to proactively change attitudes in order to facilitate the tracking and monitoring of data used to compile performance reports across the business
- **Team work:** Able to work effectively as part of the Corporate Services team. Should have an ability to support others and take responsibility for contributing towards delivering team plans and objectives
- **Strategic thinking:** Able to consider wider strategic issues, in order to assist the Corporate Services team with achievement of organisational objectives.

#### **Important working relationships**

- Chief Executive and Chairman, Board Members
- Management Team Members
- Corporate Services Team Members
- Passenger Focus staff
- Representatives of other organisations.