

**Passenger Focus
Job description**

Title: Corporate Services Officer

Grade / Band: C

Salary: £22,940

Line Manager: Head of Corporate Services

Purpose of the job

To help get the best deal for Britain's rail, bus and coach passengers; this will be done by ensuring the smooth running of the Board and its Committees and providing efficient and proactive support to the Corporate Services Team.

Outline

To be responsible for the administration of the board and its committees. In particular, **this role requires the ability to generate high quality minutes of meetings within agreed team deadlines**, and take a proactive approach to the development of meeting planning through communication with colleagues and board members. Assist the team within the scope of its general governance role.

Tasks and responsibilities:

1. **Organise and deliver the programme of meetings to a consistently high standard.** The programme includes the following:
 - Board (every other month) and members (monthly) meetings
 - Audit Committee (quarterly)
 - Remuneration Committee (six monthly)
 - Statistics Governance Group (quarterly)
 - Passenger Advice and Complaints Task Force (quarterly).

2. **The tasks will include scheduling meetings, generation of agenda's (and scheduling passenger facing work at Board meetings), minute-taking (Board meetings exceptionally), travel and catering arrangements, compilation and distribution of papers.** Tasks to include the following:
 - Ensure that agenda and supporting papers are distributed within target deadline
 - Ensure that draft minutes and staff briefings are promptly prepared and distributed as appropriate, and final minutes are signed, in line with corporate guidelines
 - Log the action matrices of committee decisions, and track progress on actions to ensure these are completed
 - Organise supporting activities, as necessary
 - Maintain accurate and readily accessible records of all meetings on Connect and on file.

3. Be responsible for discreet governance tasks as agreed within the team each year. Such tasks *might* include tasks in respect board membership, aspects of internal control, or assisting in the management of corporate risks.
4. Represent the team on the Connect Governance Group, and develop an expertise in the use and administration of team Connect sites.
5. Check and certify Board member expense claims, ensuring claims are made in line with the expenses policy.
6. Maintain the gifts and hospitality register, ensuring declarations made are in accordance with the gifts and hospitality policy.
7. Maintain team logs accurately for all aspects of team performance. Report quarterly (or more frequently if necessary).

Passenger Focus Person specification

Education / professional knowledge and relevant experience:

Essential

- **Education:** Minimum of GCSE Grade C (or equivalent) in both English and Maths and be educated to A level or equivalent
- **Experience:** in work of a similar nature.

Desirable

- **Professional knowledge and expertise:** some experience of Corporate Governance and servicing senior level meetings would be an advantage.

Skills and competencies:

- **Flexible organisation and prioritisation:** Ability to understand and pro-actively monitor plans and anticipate tasks to ensure deadlines are achieved. An ability to manage time effectively in order to ensure that appropriate planning is in place across the business with regards to corporate governance priorities. Able to work under own initiative, prioritise workload and think around issues with minimum supervision
- **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 to deliver results. Needs to effectively interact with people across all business functions in order to ensure that the profile of the Corporate Services team is raised accordingly

- **Critical thinking:** The ability to dissect information effectively and recognise both relevant and irrelevant information. Should be able to use this information to objectively persuade others of valid arguments and plans
- **Team working:** Able to work effectively as part of the Corporate Services team, contributing to the achievement of team objectives as a priority but must also be able to input effectively into the global Passenger Focus team to ensure continuity of services and data management
- **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.