

Passenger Focus Job description

Title: Development Co-ordinator

Grade / Band: C+

Line Manager: Development Manager

Salary: £28,982

Purpose of the job

The purpose of the role is to improve the quality of passengers' journeys by providing high quality project management / co-ordination and support for the Passenger Link Managers (PLMs) / Executives (PLEs) and assistance with the development of the Passenger Link Function.

Outline

Based in Manchester and reporting to the Development Manager, the Development Co-ordinator works within the Development Team to support the PLMs and PLEs, who work with passengers, passenger groups, Public Transport Operators, local and national government and other key industry bodies to deliver significant improvements to the quality of passenger journeys across Great Britain.

The role is varied, including project management / co-ordination, research, stakeholder liaison and correspondence / report drafting. The post holder also contributes fully to the development of the Passenger Link Function, provides specialist advice (for example, sharing best practice and lessons learned) and providing advice on campaigns where applicable, and works in cross-organisational project teams to support the delivery of business plan objectives. The position requires awareness and consideration of wider political and social factors which may require sensitivity and confidentiality.

The position is mainly office based but will provide scope for passenger and stakeholder interaction away from the office.

Tasks and responsibilities:

Project management / co-ordination

- Scope and plan new projects; drafting project briefs, reports and associated project paperwork
- Facilitate project set-up meetings and ongoing internal communications to assist Passenger Link Managers in the effective delivery of objectives
- Manage allocated projects from inception to completion, including monitoring progress and reporting back to the Development Manager as required
- Set up and manage timely communications with key external stakeholders
- Maintain daily responsibility for all project records, documentation and plans

- Conduct desktop research and manage stakeholder liaison in line with project scope / plan
- Work closely with the Research team in the specification and analysis of passenger research for key projects, and with other Passenger Focus functions as necessary.

Development

- Contribute to the development of Passenger Link and Development Team work plans
- Implement assigned activities and produce best practice guides / briefing papers to develop the expertise, knowledge and communication of the Passenger Link Function
- Conduct background research sharing into identified passenger issues and provide specialist advice to the team, as part of the Development Team plans
- Within Development Team plans, contribute to the development and sustainability of effective partnerships with stakeholders
- Contribute to the strategic development of the Passenger Advice Function, as identified by Development Team work planning
- Assist with the training and support for the PLMs / PLEs.

Passenger Focus Person specification

Education / professional knowledge and relevant experience:

Essential

- Degree or equivalent educational attainment, with significant experience of working in a similar role
- Knowledge and working understanding of the principles of project management
- Competent in the use of Microsoft Office (Word, Excel, PowerPoint and Outlook), and a working knowledge of using the Internet for research purposes
- Effective report writing skills
- A basic understanding of data analysis techniques, including an ability to create statistical charts / graphs in Excel.

Skills and Competencies:

- **Influential communication:** An ability to communicate information clearly and persuasively (both verbally and in writing) for internal and external audiences varying style and level of detail appropriately according to the audience
- **Collaborative teamworking:** Able to work effectively as part of the Development team with an ability to support others and take responsibility for contributing towards delivering team plans and objectives. Is able to appreciate the wider organisational context and work effectively cross functionally to meet wider organisational goals

- **Analytical / critical thinking:** An ability to research / interpret data effectively and recognise both relevant and irrelevant information, drawing appropriate inferences and conclusions to construct project reports and share knowledge across teams
- **Flexible organisation and prioritisation:** Self-motivated with a desire to succeed. Effectively manages and delivers against individual and cross-functional project objectives and timelines. Able to adapt to changing priorities and works well under pressure. Can prioritise workload and assess issues and possible solutions with minimum supervision
- **Commitment to continuous improvement:** An ability to proactively identify improvements that will help to deliver support to peripatetic workers. Recognises the need to increase the efficiency of processes and services through the generation of original ideas. Committed to improving self and promoting organisational reputation
- **Strategic thinking:** Maintains awareness of Passenger Focus's strategic objectives, linking with other teams to develop courses of action in order to successfully achieve organisational goals.

Important working relationships:

- Development Manager and Bus and Rail Passenger Directors
- Passenger Link Managers, Passenger Link Executives and Development Team colleagues
- Other Passenger Focus teams, especially Policy, Research, Passenger Advice Team, and Communications
- Passengers and Passenger Groups
- Public Transport Operators
- Statutory Transport Authorities and Industry Bodies.