

## 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 co-ordination and support for the Passenger Link Managers / Executives 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 Passenger Link Managers (PLMs) and Passenger Link Executives (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 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 where applicable, and works in cross organisational project teams to support the delivery of business plan objectives.

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

### **Tasks and responsibilities:**

#### **Project co-ordination**

- assist with the scoping and planning of new projects, through drafting project briefs, reports and associated project paperwork
- manage allocated projects from inception to completion, including monitoring progress and reporting back as and when required
- maintain all project records, documentation and plans
- conduct desktop research and manage stakeholder liaison in line with project scope
- 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 to develop the expertise, knowledge sharing and communication of the Passenger Link Function
- conduct background research 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.

## Passenger Focus Person specification

### Skills and competencies

- **Education/experience:** Degree or equivalent, with significant experience in a similar role. Knowledge and working understanding of the principles of project management.
- **Communication skills:** Ability to produce information in both written and verbal forms, communicating clearly in order to give the information in the way the audience requires. Effective report writing skills.
- **Team skills:** The ability to work effectively with colleagues and collaborate in cross organisational project teams.
- **Initiative:** Self starting and able to influence events that will deliver goals. Ability to initiate original ideas.
- **Problem solving:** Identify problems, research data / information and develop courses of action to succeed.
- **Organisation and planning:** Ability to schedule own and others' time and activities, prioritising work to deliver maximum benefit.
- **Flexibility:** The ability to change one's approach to suit different situations and to refocus on different priorities as circumstances demand.
- **IT skills:** Experience of using Microsoft Office (Word, Excel, PowerPoint and Outlook).

### Important working relationships

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