

Make a difference for passengers

Passenger Focus is the independent passenger watchdog. Our mission is to get the best deal for passengers. To make sure our success matches our aspirations we're looking for a Head of Research who can deliver and communicate Passenger Focus's high-quality passenger research. Our work includes the National Passenger Survey which is the largest published piece of passenger research. The evidence from our research supports our campaigns to drive service improvements and help deliver a better deal for passengers.

Head of Research

Based in Islington, London N1

Salary: £55,000 - £65,000 (plus access to the civil service pension arrangements)

Reporting to the Chief Executive, you will work with colleagues to set the direction for our research and, with a budget of about £1.8 million, will be expected to deliver high-quality national and regional passenger research. You should be a dynamic, influential individual who is able to:

- promote the work of Passenger Focus and network effectively to maintain its reputation as the 'authoritative' passenger voice
- effectively interpret and translate statistical research, communicating with credibility to key industry stakeholders and media representatives to drive improvements for passengers
- maintain the trust and confidence of stakeholders in our research findings when faced with challenges from service providers
- lead a motivated team of researchers in a changing and expanding environment to ensure we maintain the integrity of our research.

You will be educated to degree level with knowledge and demonstrated application of statistical analysis packages.

Senior Researcher

Based in Islington, London N1

Salary: £41,000 (plus access to civil service pension arrangements)

Reporting to the Head of Research, you will provide key support in the commissioning and delivery of high-quality passenger research through in-depth analysis of the issues affecting passengers. You should be an organised individual who is:

- able to demonstrate an excellent understanding of research methodologies as well as exceptional analytical skills

- proficient in co-ordinating people and resources effectively with the ability to prioritise tasks and meet deadlines
- able to motivate the team of researchers, providing support and development through mentoring
- experienced in contract management and government procurement processes
- determined to continuously improve their approach to managing and analysing qualitative and quantitative data
- able to deputise for the Head of Research on occasion which will require confident and persuasive communication skills to be able to influence a variety of audiences.

You will be educated to degree level with a proven qualification and application of statistical analysis packages.

So now take a challenge and make life better for the people who use Britain's bus, coach and rail services each day.

To convince us that you are a potential candidate for these pivotal roles, please e-mail your CV and covering letter to rachel.ward@reedglobal.com, clearly indicating for which role you wish to apply.

You will need to ensure that your CV application clearly demonstrates experience that directly reflects the skills, competencies and demands of the role.

A copy of the job description for both roles is available to view on the Passenger Focus 'Jobs' homepage. Details of the additional Head of Profession competencies required for the Head of Research role is also available.

Head of Research:

Closing date for applications is Friday 17 July 2009 and assessments will take place at the end of July or early August.

Senior Researcher:

Closing date for applications is Friday 24 July 2009 and assessments will take place at the end of August.