

**Passenger Focus  
Job advertisement**

**Title:** Development Manager

**Salary:** £41,000, full-time, fixed term 12 month maternity cover.  
**Applicants must be able to commence beginning December 2009**

**Based:** Manchester City Centre

**Line Manager:** Passenger Director

**The organisation**

Passenger Focus is the independent national passenger watchdog. We have two main aims: to influence both long-term and short-term decisions and issues that affect passengers, and to help passengers through advice, advocacy and empowerment.

With a strong emphasis on evidence-based campaigning and research, we ensure we know what is happening on the ground. We use our knowledge to influence decisions on behalf of passengers and work with the industry, passenger groups, and government to secure journey improvements.

Our vision is ensure that operators, funders, and regulators of transport  
**'put passengers first'**

This will be achieved through our mission of  
**'getting the best deal for passengers'**.

**The team**

The development team is responsible for identifying and delivering ways to improve the work of the organisation's passenger link team, and provides it with project and administrative support. The passenger link team consists of home-based passenger link managers and executives who work with passengers, operators and key stakeholders to deliver improvements to passenger journeys across Great Britain. The development team plays a crucial role in developing and managing team systems and processes, and supporting home-based workers across the country with project and administrative support.

The passenger advice team provides an appeals service for passengers who are not satisfied with the outcome of a complaint they have made and responds to correspondence from individual passengers on behalf of the organisation as a whole. The development team supports the improvement of the work of this team and helps the organisation to make more use of the intelligence gained in the course of the team's work.

**The role**

We are looking to recruit an experienced team manager to provide maternity cover for our development team based in our Manchester office.

This is an exciting opportunity for an individual looking for a challenging role that requires strong leadership and the ability to prioritise work in an environment of heavy demand and conflicting priorities. You will manage the team in providing support to the passenger link team on specific projects and improve knowledge sharing and best practice. You will also work closely with the passenger advice team to ensure we make best use of our intelligence from complaints handling, as well as providing support to the passenger director with management of the passenger link team.

You must be able to demonstrate strong skills in work planning and negotiation, with the ability to make the best use of resources. As an advocate of cross-organisation collaboration, you will need to develop and maintain strong working relationships with key internal stakeholders, securing their buy-in and contribution of time and effort. With proven experience in giving a team purpose and clear direction, we are looking for someone with excellent organisation and project management skills.

### **Tasks and responsibilities**

For full details of the job description, please refer to the job opportunities section of our website [www.passengerfocus.org.uk](http://www.passengerfocus.org.uk).

### **Contact details**

If you are interested in applying for this vacancy please forward an email registering your interest and attaching an up-to-date CV to [recruitment@passengerfocus.org.uk](mailto:recruitment@passengerfocus.org.uk).

All applications will be treated in the strictest confidence.

### **Closing dates for applications**

The closing date for this post is **12 noon, Friday 23 October 2009**.