

Passenger Focus Job description

Title: Development Manager

Grade / Band: D+

Line Manager: Passenger Director

Salary: £41,000

Location: Manchester, M1

Purpose of the job

Lead the development of the passenger link service and the passenger advice service; manage the development team in providing support to the passenger link team on specific projects; develop the expertise of the passenger link service; support the passenger director with management of the passenger link service.

Overview of 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.

Outline

Managing the development team and reporting to the passenger director, the development manager has responsibility for designing and delivering a programme of work to develop the passenger link and the passenger advice services. In respect of the passenger link service, the post holder will be responsible for providing project support for the passenger link managers, developing a coherent specification and framework for the work of the service, improving sharing of best practice, and communicating the work of the service. For the passenger advice service, the post holder will be responsible for working with the team and the organisation to maximise the effectiveness of the service and ensure we make more use of intelligence from complaints-handling.

The post holder needs to ensure that the development team works as a cohesive unit, in particular planning its work in such a way that trade-offs can be made between competing priorities. The post is based in Manchester.

Current tasks and responsibilities:

(These may change as business needs develop)

- Lead and manage the development team
- Ensure that explicit trade-offs are made between competing priorities through collective work planning
- Secure the agreement of stakeholders throughout the organisation, including the management team, Board and partner organisations, to ensure that passenger link team priorities feed into other teams's planning
- Through a consultative process, design and deliver a programme of activities to develop the expertise of the passenger link service
- Maintain and enhance the framework for the way the passenger link team approaches its work and co-ordinates activities with the national policy and research teams
- Provide high quality project and administrative support for the passenger link team
- Maintain and develop the framework for communicating more fully the franchise / Train Operating Company(TOC)-level work of the passenger link team
- Working with the passenger advice and passenger link teams, to ensure the programme of audits of complaints-handling by TOCs is delivered
- Provide effective support to the passenger director for the management of the passenger link team, co-ordinating key business processes such as budget monitoring and reporting to the board
- Represent the passenger link team in discussions with other teams within the organisation.

Passenger Focus Person specification

Skills and competencies

- **Education / experience:** degree or equivalent educational attainment
- **Giving purpose and direction:** The post holder will need to be able to give direction to the team, inspiring staff with a clear vision for the future. S/he will need to develop and communicate a clear sense of priorities and give staff the confidence to negotiate competing work priorities with stakeholders
- **Making the best use of resources:** The post holder will need to plan and prioritise work in an environment of heavy demand and conflicting priorities. S/he will need to be able to make judgements about the relative value of competing work priorities to the strategic aims of the organisation, and use explicit work planning processes to negotiate with demanding stakeholders. S/he will need to deploy project management skills to deliver a heavy work programme in a way that gives stakeholders confidence in the team's ability to deliver
- **Learning and improving:** The post holder will need to be able to design work programmes to develop the passenger link service. This will involve being able to analyse the strengths and weaknesses of the team, and to develop priorities for organisational development. S/he will need to work in a collaborative manner to identify development priorities at the same time as developing and communicating a clear vision of how the team should operate
- **Working across boundaries:** The post holder will need to be able to secure the commitment of others to his/her team's work of developing the passenger link and passenger advice service. This will involve working across boundaries in challenging circumstances, securing the buy-in and contributions of time and effort from others and negotiating changes to their working practices.

Important working relationships

- Passenger director
- Passenger link team
- Passenger advice team
- Policy, research and communications
- TOCs and Network Rail
- The Department for Transport