

**Passenger Focus
Job description**

Title: Executive Assistant to Passenger Director

Grade / Band: C+

Line Manager: Passenger Director

Salary: £28,982

Period: Permanent

Location: London

Purpose of the job

To help get the best deal for Britain's rail passengers by proactively supporting and working with the Passenger Director, ensuring s/he can make effective use of his/her time.

Outline

To anticipate and deliver high quality, pro-active support to the Passenger Director. The postholder will need to use their initiative to ensure the work of the Passenger Director is managed efficiently including providing secretarial, administrative and research support. He/she will be operating in a sensitive environment and will need to be mindful of confidentiality at all times. He/she will also be involved in cross organisational working in project teams to support the delivery of business plans, in particular with managers within Passenger Focus.

Tasks and responsibilities:

Support services to Passenger Director

- Manage and co-ordinate the diary of the Passenger Director, pro-actively making necessary travel and accommodation arrangements, ensuring that travel details and relevant papers are brought forward in time for meetings
- Develop and implement administrative systems to ensure the proactive management of the Passenger Director's work, including managing the Passenger Director's work in his absence. Ensuring that documents are filed effectively so they are easily located and securely stored.
- Screen incoming telephone calls, mail and e-mail, making necessary arrangements and appointments, drafting responses to correspondence on behalf of the Passenger Director
- Deliver a high volume of accurate secretarial work, including occasional audio and copy typing
- Assist with the production and distribution of meeting papers, including the drafting of agendas, minutes, matters arising and other papers

- Assist in the preparation of materials for presentations to external audiences and conference speeches
- Undertake basic research and obtain information to support speech writing and other projects undertaken by the Passenger Director
- Assist with covering Passenger Link Team colleagues' duties in their absence.

Passenger Focus Person specification

Skills and competencies

- **Experience:** at least two years' PA experience at Director/Chief Executive level. Excellent organisational, secretarial and administrative skills
- **Initiative:** ability to anticipate issues and take action, and to adapt and improvise in the face of changing or unexpected situations
- **Self organisation:** ability to prioritise a very wide range of tasks on a daily basis to meet deadlines
- **Dealing with pressure:** ability to deal with competing priorities and to respond to tight deadlines
- **Communication:** ability to communicate information sensitively and in a clear, concise and open manner
- **Influence and assertiveness:** ability to secure results through tailoring behaviour and approach to gain agreement to plans both internally and externally
- **Problem solving:** identifying problems, researching data/information and developing courses of action to succeed
- **Responsibility:** willingness to accept and exercise responsibility and to demonstrate confidentiality within all aspects of the work
- **IT Skills:** proficient in Microsoft Office 2007 (Outlook, Word, Excel, PowerPoint).

Important working relationships

- Passenger Director
- Chief Executive
- Chairman of Passenger Focus
- Managers within Passenger Focus
- Passenger Focus staff
- First point of contact for many senior level external individuals and organisations.