

Passenger Focus is the national independent consumer organisation for rail users throughout Great Britain. Our mission is to help get the best deal for rail passengers; and to make sure our success matches our aspirations we're looking for a Passenger Director who can really get a grip on delivery.

Passenger Director

Based Islington, London N1

£70,000

This new role will set a clear direction in two key areas of our activity: Passenger Link, our nationwide network for direct contact with passengers, train operating, government and industry bodies and the media; and Passenger Advice, which provides guidance and support for passengers online and through a dedicated call centre service. Reporting to and sometimes deputising for the Chief Executive, you will be managing and developing a diverse team of nineteen people. It's an exciting brief for a determined individual with a history of shaping and driving change – not least by building trust and credibility among providers as well as the public. Strong on the facts, a sure-footed, confident communicator and public speaker, you're also recognised as a focused and inspirational coach and colleague.

So now take a challenge worth getting your teeth into: make life better for the millions of people who use Britain's rail services each day. To register your interest, please email your CV with a covering letter to our HR Partner, Reed Consulting to katie.dodsworth@reed.co.uk by 4th June 2007.

www.passengerfocus.org.uk