

Passenger Focus Job advertisement

Title: Passenger Link Executive (x 3 posts)

Salary: £32,804, full-time, initial nine month fixed term contract

**Based: 2 x office-based in Islington, London, N1, with regular travel required
1 x home-based within the East Midlands/East Anglia region, with
regular travel required**

Line manager: Passenger Link Manager

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'.

Your application

The information that follows provides a description of the key skills, capabilities and responsibilities for the role of Passenger Link Executive. Please ensure you link your experience in your CV to the information in this advert.

The roles

These three new positions provide an exciting and rewarding opportunity to help Passenger Focus deliver journey improvements for rail, bus and coach passengers. The three roles are offered on nine month fixed term contracts to allow the organisation to build the capacity and capability for bus and coach passenger representation.

The Passenger Link Executives will report to a Passenger Link Manager and work alongside them to provide the support and capability in a number of key areas of our Passenger Link work.

As all Passenger Link Executives will work with passengers and public transport operators in specific regions of England, these posts will require regular travel. Depending on the region of the country the postholder may be required to work from either our London office or work remotely from the postholder's home.

London

Two Passenger Link Executives working from the London office in Islington, N1. One post will involve working on behalf of the passengers of South West Trains as well as bus and coach passengers in the South East Government Office region. The second post will involve working on behalf of rail passengers using train companies in London, the East Midlands and Eastern England.

East Midlands/East Anglia

One post working in the East Midlands/East Anglia area. Working from home, the postholder will work on behalf of rail passengers using train companies in London, the East Midlands and Eastern England. They will also monitoring transport issues arising in the East Midlands Government Office region.

These are exciting opportunities for individuals looking for challenging roles that require initiative and the ability to understand the company strategic direction and how their own actions can influence this.

You must be able to demonstrate a natural enthusiasm for supporting others, and developing and maintaining excellent relations with differing stakeholder groups. Whilst teamwork is an important element of this role, you must equally feel comfortable working on your own and utilising your initiative when faced with difficult situations. You will be able to demonstrate an ability to compile, analyse and interpret data to develop processes and systems to add to the overall efficiency of the organisation and achievement of its goals.

Tasks and responsibilities

Full details of the role tasks and responsibilities are outlined in the job description attached.

Contact details

If you are interested in applying for this vacancy please forward an email registering your interest and which role you wish to apply for attaching an up-to-date CV to suzette.mcgee@passengerfocus.org.uk

All applications will be treated in the strictest confidence.

Applicants are able to apply for more than one position.

Closing dates for applications

5.00pm on Friday 15 May 2009 for the East Midlands/East Anglia based role.

5.00pm on Friday 15 May 2009 for the two London based roles.