

Passenger Focus Job description

Title: Passenger Link Executive

Grade/Band: D

Line Manager: Passenger Link Manager

Salary: £32,804

Purpose of the job

To help get the best deal for passengers by working with passengers, public transport operators and other industry and government stakeholders to deliver journey improvements for rail, bus and coach passengers.

Outline

Reporting to a Passenger Link Manager, the Passenger Link Executive will deliver local and regional rail, bus and coach passenger representation alongside the Passenger Link Manager.

They will work with groups of interested passengers who want to contribute to the work of Passenger Focus to push forward specific, important issues raised by passengers with public transport operators.

The Passenger Link Executive may also work closely with, or act as passenger representatives on local/regional passenger consultative bodies. They will help collect information which can be used at a local, regional and national level to deliver passenger benefits on the ground.

To support the delivery of improvements to passenger journeys, Passenger Link Executives will work closely with colleagues in the Bus Passenger Project team and/or the Passenger Link Development team.

Passenger Link Executives will also work with colleagues in the Policy, Research, Communications and Passenger Advice teams to identify issues of concern for passengers, and will work with public transport operators and industry organisations to seek to secure benefits for transport users.

There will also be a high degree of cross organisational working in project teams to ensure the successful delivery of business plans.

The positions will be based from our London office or working remotely from the postholder's home. Posts will require regular travel and interaction with industry and stakeholder contacts.

Tasks and responsibilities:

Passenger relations

The Passenger Link Executive must:

- support and manage a network of contacts to assist the work of Passenger Focus, seeking assistance when necessary to deliver the plan of work
- work with the Passenger Link Manager to develop a network of "Passenger Champions" to better understand issues of concern and the aspirations and needs of passengers
- support existing passenger groups by providing information or advice to enable them to seek improvements to services from public transport operators
- identify important passenger issues and support colleagues in the development and management of campaigns
- help collate data from a number of sources to identify areas for improvement in the quality of passenger journeys and reduce the number of complaints to the industry
- work closely with passenger representatives on existing national, regional and local authority bodies including Passenger Transport Executive consultative bodies and networks
- where appropriate support passenger focussed events in partnership with stakeholders.

Stakeholder relations

The Passenger Link Executive must:

- work with designated passenger transport operators to deliver agreed Passenger Focus plans and activities
- work with representatives of Regional Development Agencies and devolved national, regional and local government to deliver joint plans, and ensure any jointly funded projects are managed effectively
- work with public transport operators and regional/local authorities to help them review and improve their complaint procedures, and using this work to identify key passenger issues and areas of complaint
- work with representatives of local/regional statutory bodies and regulators (such as the traffic commissioners) to deliver agreed Passenger Focus plans and activities.

Planning and co-ordination

The Passenger Link Executive must:

- work with the Passenger Link Manager and colleagues to ensure plans are monitored, delivered and co-ordinated with colleagues
- ensure effective use of resources to deliver plans
- share success and spread good practice through the team and other parts of the organisation where appropriate.

Passenger Focus Person specification

Skills and competencies

- **Relationship building** - The ability to help the Passenger Link Manager maintain trusting working relationships both in and outside of the organisation. Works hard to deliver excellent customer service and is able to guide and support individuals in a variety of business areas and at a variety of business levels.
- **Information management** - The ability to gather, analyse and interpret data in order to develop processes and systems using 'best practice' approaches. Unafraid to change working practices for the better based on thorough research.
- **Drive and resilience** - The ability to self-motivate and retain business focus even in difficult situations and to cope with working on one's own at times. Comfortable working in a rapidly changing environment. Maintains a positive approach in difficult times.
- **Team working** - The ability to work with others, sharing ideas, offering support and seeing collective success as being more significant than the individual's.
- **Self organisation and initiative** - The ability to organise the activities of self and others and use initiative to initiate original ideas and influence others to buy-in. Is able to use administration systems effectively to add value and ensure efficient delivery.
- **Flexibility** - The ability to change one's approach to suit different situations and the ability to refocus on different priorities as circumstances demand. Is able to examine situations objectively in order to achieve project completion.

Important working relationships

- Public Transport Operators
- Passengers and Passenger Groups
- Passenger Link Director, Bus Passenger Project team, other Passenger Link Managers and the Passenger Link Development team
- Passenger Focus Policy, Research and Communications Managers and their teams
- Regional and local government officers