

Title: Passenger Link Executive

Grade / Band: D

Line Manager: Passenger Link Manager

Salary: £32,804

Contract: Full Time, Fixed Term Contract for 18 months

Purpose of the job

To help minimise the impact of engineering work on rail passengers, and in particular reduce the use of buses to replace trains, by working with Network Rail, train operators and other stakeholders. It is essential that you have a working knowledge of the rail industry and desirable for you to have a working knowledge of rail industry train planning systems in order to assist you in delivering positive passenger outcomes based on an objective and balanced approach.

Outline

Reporting to a Passenger Link Manager, the Passenger Link Executive will work to minimise the impact of Network Rail's engineering programme on passengers, alongside the Passenger Link Manager and liaising closely with Passenger Focus colleagues.

Focusing on what is in passengers' interests, the Passenger Link Executive will help review rail industry engineering proposals from 18 months prior to implementation. In respect of very large scale projects this process will commence up to three years before work commences. You will help challenge proposals that do not appear to be in passengers' interests and help monitor 'possession' plans as they get nearer to fruition.

The Passenger Link Executive will help produce periodic reports about the rail industry's progress towards a seven day railway and the reduction in use of rail replacement bus services.

Working with Passenger Focus colleagues, the Passenger Link Executive will also help to build an effective relationship between Passenger Focus and Network Rail, ensuring that passenger priorities influence the work of Network Rail.

Passenger Link Executives will work with colleagues in the Passenger Link, Policy, Research, Communications and Passenger Advice Teams. There will also be a high degree of cross organisational working in project teams to ensure the successful delivery of business objectives.

This position will be based in our London office and will require frequent travel / interaction with Passenger Focus, Network Rail and other rail industry contacts.

Tasks and responsibilities:

Stakeholder relations

- Build and maintain effective two-way relationships with a wide range of stakeholders, setting the context for influencing.

Understanding passenger issues

- Be able to identify passenger issues - understand issues of concern to, and the aspirations and needs of passengers by collating and using research and data, and other sources of information and intelligence
- Understand how to obtain evidence to influence rail industry decision-making
- Understand the implications of decisions by the industry about engineering works for passengers.

Deciding priorities

- Use research and data, relationships with stakeholders, and knowledge of Passenger Focus corporate priorities, to identify priorities for investigation, research and influencing.

Lobbying on passenger issues

- Work with the Passenger Link Manager to secure influence for the passenger perspective in the planning of engineering works
- Act as a clear, coherent, voice on behalf of passengers as a whole
- Identify appropriate channels for the Passenger Link Manager to deliver messages including the media, where necessary.

Planning and co-ordination

- Manage shifting priorities within an overall set of guiding principles
- Share personal, team and organisation successes to ensure these are recognised and communicated
- Work closely with other teams within the organisation, having regard to own and others capability, capacity and availability.

Passenger Focus Person specification

Qualifications / education

- Minimum of 'C' grades in both English and Maths GCSE (or equivalent) and be educated to A level or equivalent.

Professional knowledge and relevant experience

- You should have some working experience in a similar role
- A working knowledge of the rail industry is **essential**
- A working knowledge of rail industry train planning systems is desirable
- Specialist railway engineering knowledge is desirable.

Skills and competencies

- **Emotional intelligence:** The ability to effectively identify, assess and manage one's own emotions as well as being aware of and responding appropriately to those of others in order to positively motivate the achievement of organisational objectives
- **Political intelligence:** The ability to demonstrate political awareness and to make effective decisions based on sound judgement. Recognises the need to be diplomatic when dealing with key stakeholders and is able to harness stakeholder intelligence effectively
- **Relationship management:** An ability to build rapport and respect in order to develop and sustain trusting working relationships, both inside the organisation and externally. Recognises the need to work cross functionally to maximise results and to meet organisational goals, whilst maintaining the integrity and reputation of Passenger Focus
- **Persuading and influencing:** An ability to adapt communication style to suit the audience. Is able to engage with individuals at all levels cross functionally to influence outcomes for passengers
- **Critical thinking:** An ability to establish the facts, understand root causes, identify options, assess risk and make objective and reasoned decisions based on evidence
- **Flexible organisation and prioritisation:** Self motivated with a desire to succeed. Able to prioritise and formulate clear plans based on organisational research and passenger requirements. Adapts to changing priorities and effectively organises activities of self and others to ensure objectives are met within prescribed deadlines.

Important working relationships

- Passenger Link Manager
- Public transport operators, statutory bodies and regulators
- Passengers and passenger groups
- Rail Passenger 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
- Media representatives.