

Location: London

Full-time, Fixed Term Contract – 18 months

Salary: £47,109 (plus access to civil service pension arrangements)

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.

This is an exciting opportunity for an individual to 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. You should have the ability to influence a variety of stakeholders and be adaptable in your communication style to ensure credibility in what can be a demanding political environment.

Reporting to the Rail Passenger Director, and with line management responsibilities for a Passenger Link Executive, the Passenger Link Manager will work with colleagues in the Passenger Link, Policy, Research, Communications and Passenger Advice teams, focusing on what is in passengers' interests. You will review rail industry engineering proposals from 18 months prior to implementation and challenge proposals that do not appear to be in passengers' interests, monitoring engineering plans as they get nearer to fruition. Working with Passenger Focus colleagues, the Passenger Link Manager will also help to build an effective relationship between Passenger Focus and Network Rail, ensuring that passenger priorities influence the work of Network Rail.

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

The successful candidate should be educated to degree level (or equivalent) and have substantial work experience in a similar role. It is essential that you 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. You should be emotionally aware with the ability to operate effectively in a political environment that demands a balance between appropriate strategic planning and the needs and requirements of the passengers. You will need to build and maintain successful two-way relationships with stakeholders at a variety of levels, demonstrating appropriate levels of persuasion and influence. You will be self motivated and have the ability to organise and plan flexibly to achieve organisational goals within stringent timescales. An ability to lead and develop others is important. You should be able to motivate others to achieve results through the delivery of support and coaching where necessary.

Contact details

If you feel you have the skills and qualities to fulfil this role, please e-mail your CV and covering letter to rachel.ward@reedglobal.com. You will need to ensure that your CV application clearly demonstrates experience that directly reflects the skills, competencies and demands of the role. A copy of the job description can be found on our website: www.passengerfocus.org.uk. All applications will be treated in the strictest confidence.

Closing date for applications is Thursday 11 February 2010 and assessments will take place at the end of February.