

**Passenger Focus  
Job description**

**Title: Passenger Link Manager**

**Grade / Band: E**

**Line Manager: Rail Passenger Director**

**Salary: £47,109**

**Contract: Full Time, Fixed Term Contract for 18 months**

**Purpose of the job**

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. 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.

**Outline**

Reporting to the Rail Passenger Director, and with line management responsibilities for a Passenger Link Executive, the Passenger Link Manager will work to minimise the impact of Network Rail's engineering programme on passengers, liaising closely with Passenger Focus colleagues. You should have the ability to influence a variety of stakeholders to ensure favourable passenger outcomes are achieved and be adaptable in your communication style to ensure credibility in what can be a demanding political environment.

Focusing on what is in passengers' interests, the Passenger Link Manager will 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 challenge proposals that do not appear to be in passengers' interests and monitor 'possession' plans as they get nearer to fruition.

The Passenger Link Manager will periodically produce 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 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.

Passenger Link Managers 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 an expert in passenger issues - understand issues of concern to, and the aspirations and needs of passengers using research and data, and other sources of information and intelligence
- Understand how to commission and influence research and 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

- 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
- Craft message content giving appropriate consideration to audience and political implications
- Identify and use appropriate channels to deliver messages, which will include representation in the media when necessary.

### Management and planning

- Lead, coach and manage the Passenger Link Executive, ensuring they are inspired, motivated and committed to Passenger Focus and its aims
- Provide coaching and support, identifying any personal development needs, to enable the Passenger Link Executive to improve their personal effectiveness and achieve objectives
- Identify personal, team and organisation successes and ensure these are recognised and communicated
- Demonstrate a resilient outlook, able to manage shifting priorities within an overall set of guiding principles
- Work closely with other teams within the organisation, having regard to own and others capability, capacity and availability.

**Passenger Focus**  
**Person specification**

### Qualifications / education

- You should be educated to degree level (or equivalent).

### Professional knowledge and relevant experience

- Substantial work experience in a similar role
- A working knowledge of rail industry train planning systems is **essential**
- 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 demonstrate credibility, inspiring trust in others. Should have an ability to adapt his / her communication style in order to influence outcomes whilst considering the political implications of the message being given.
- **Critical thinking:** An ability to establish the facts, understand root causes, identify options, assess risk and make objective and reasoned decisions based on evidence
- **Strategic planning:** Creates plans that balance the needs of the train companies with infrastructure priorities to ensure positive outcomes for the travelling public. Is able to understand the importance of research conducted as part of the planning process
- **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
- **Leading and developing others:** Able to motivate and lead others, setting clear objectives, supporting and coaching colleagues and identifying development needs where necessary. Openly supportive of staff and able to work with minimum supervision.

## Important working relationships

- Passenger Link Executive
- 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.