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**Location: Up to eight vacancies across England**

**Full-time permanent**

**Salary: £32,804 (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 individuals to help make a difference for rail and bus passengers. Working alongside the Passenger Link Managers and liaising closely with Passenger Focus colleagues, 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.

Working with Passenger Link Managers, you will work with colleagues in the Passenger Link, Policy, Research, Communications and Passenger Advice teams, so that through your effective relationships with operators you are able to secure improvements for passengers.

As all Passenger Link Executives will work with passengers and public transport operators in specific regions of England, these posts will be peripatetic roles and will require extensive travel. Depending on the region of the country the postholder may be required to work remotely from their home. In addition, these roles will require effective interaction with Passenger Focus, passenger groups, the organisations purchasing the services and bus or rail industry contacts.

### **Locations:**

Four vacancies for Passenger Link Executives in particular locations, and working with Passenger Link Managers representing bus passengers in specific regions, as follows:

- Based in or around the Greater Manchester area and covering our work in the North West, North East, Yorkshire and the Humber regions
- Based in or around the Midlands and covering our work in the East and West Midlands regions
- Based in or around the South West and covering our work in the South West, South East and East of England regions
- Based in or around the South East or East and covering our work in the South West, South East and East of England regions

Four vacancies for Passenger Link Executives working with Passenger Link Managers representing rail passengers and working in or around the following locations:

- The West Midlands (two posts)
- The East Midlands
- North London or Cambridgeshire

**You should be educated to degree level (or educational equivalent) or possess relevant work experience.**

You should be politically aware with the ability to operate effectively in an environment that demands a balance between appropriate strategic planning and the needs and requirements of the passengers. You will need to build and maintain

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# Passenger Link Executives

## Passenger Focus

successful two-way relationships with stakeholders at a variety of levels, using research and evidence to establish trust and credibility. You will be self motivated and able to work effectively with minimum supervision. Ideally you will be based in or around the location where you will be working.

### **Contact details:**

If you feel you have the skills and qualities to fulfil these roles, please e-mail your CV and covering letter stating which role(s) you are applying for to [rachel.ward@reedglobal.com](mailto: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](http://www.passengerfocus.org.uk). All applications will be treated in the strictest confidence.

**Closing date for applications is Friday 5 March 2010 and assessments will take place during week commencing Monday 22 March 2010.**

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