

---

### Two vacancies for Passenger Link Managers:

**Location: South East or East of England**

**Full-time, permanent contract**

**Location: North East / Yorkshire and the Humber**

**Full-time, fixed term contract – 9 months to provide cover for maternity leave**

**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.

These are exciting opportunities for individuals to make a difference for bus passengers. 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 Bus Passenger Director, the Passenger Link Manager will work with a Passenger Link Executive and colleagues in the Passenger Link, Policy, Research, Communications and Passenger Advice teams, so that through your effective relationships with bus operators you are able to secure improvements for passengers.

You will act as a spokesman on behalf of passengers especially with local and regional media and also may work closely with or act as passenger representatives on local or regional passenger consultative bodies.

As Passenger Link Managers will work with bus 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 industry contacts.

### **Locations:**

One nine month fixed term appointment to provide cover for maternity leave and covering the North East, Yorkshire and the Humber and located in the North East or Yorkshire and the Humber.

One permanent appointment covering the South West, South East and East of England and located in the South East or East of England.

### **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 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

---

# Passenger Link Managers

## Passenger Focus

others to achieve results through the delivery of support and coaching where necessary. 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 either of these roles, please e-mail your CV and covering letter stating which role 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 mid-March 2010.**

---