

Policy and Research Adviser

Based Islington, London N1

c. £32,000

Passenger Focus is the national independent consumer organisation for rail users throughout Great Britain. Our mission is to help get the best deal for rail passengers; and to make sure our success matches our aspirations we're looking for a Policy and Research Adviser who can really help us provide the analysis and research needed to ensure that decisions are based on a clear understanding of passengers' aspirations and travel habits.

You will develop research projects – both in-house and externally; represent Passenger Focus in meetings with rail companies, Network Rail and a raft of regulatory, governmental and stakeholder bodies; produce reports, respond to consultation documents; and present our work to internal and external audiences.

You will be educated to degree standard (or equivalent) and be able to demonstrate an ability to compile, analyse and present often complex information. You must be comfortable working as part of a small team; possess the ability to remain effective while under pressure; and have good communication skills.

So now take a challenge worth getting your teeth into: make life better for the millions of people who use Britain's rail services each day.

To register your interest, please email your CV with a covering letter to suzette.mcghee@passengerfocus.org.uk by 20 July 2007.

**PASSENGER FOCUS
JOB DESCRIPTION**

TITLE: POLICY AND RESEARCH ADVISER

GRADE/BAND: D

SALARY : £32,480

LINE MANAGER: POLICY MANAGER

LOCATION : LONDON

Purpose of the job

To improve the quality of rail passengers' journeys by supporting the development of policy and passenger research within Passenger Focus.

Outline

The post-holder will be part of the Policy team and will support Passenger Focus's policy development through providing advice based on an in-depth analysis of issues affecting passengers. The aim is to enable the organisation to make informed decisions based on a clear understanding of passengers and their travel habits. The postholder will work closely with the Research team and also be involved in cross organisational working in project teams to support the delivery of business plans.

Tasks and responsibilities:

- Working with the Policy Manager and the Senior Policy Adviser support the development of Passenger Focus policy
- Help develop research projects – both in-house and externally. Tasks include: working with the research team in drafting project specifications, dealing with consultants, drafting and co-ordinating final reports and using the research to bring about changes for passengers.
- Provide Policy team input to the cross-organisational work-strands identified in the Passenger Focus Business plan.
- Produce written responses to consultations of national relevance, initiated by transport operators, regulators, government and other stakeholder bodies.
- Represent Passenger Focus in meetings and discussions with representatives from external organisations such as ORR, ATOC, TOCs and the European Commission
- Present Passenger Focus work to internal and external audiences

**PASSENGER FOCUS
PERSON SPECIFICATION**

Skills and Experience

- **Education/experience:** Degree level or equivalent, preferably with some experience in a similar role.
- **Professional knowledge and expertise:** An understanding of the aspirations of rail passengers and an interest in how passenger transport is managed and delivered.
- **Communication and influence:** ability and confidence to seek / demand information from others and communicate it clearly, persuasively and confidently.
- **Analytical skills:** an ability to use, understand information and draw inferences and conclusions from it to construct reports, correspondence and briefing papers.
- **Written Skills:** Ability to present information clearly for internal and external audiences varying style and level of detail appropriately.
- **IT Skills:** A good level of ability in Word and Excel.
- **Works well under pressure:** the ability to remain effective while under pressure.