

Make a difference for passengers

Passenger Focus is the independent passenger watchdog. Our mission is to get the best deal for passengers. To make sure our success matches our aspirations we're looking for a Communications Officer and Press Officer to join our team.

Communications Officer

Based in Islington, London N1

Salary = £28,982 (plus access to civil service pension arrangements)

Reporting to the Head of Communications you will be a creative communications professional who can proactively drive forward both the external and internal communications activities to raise the profile of Passenger Focus and increase its impact in getting the best deal for passengers. To succeed in this role you will need to be:

- Able to take the lead in the creation and updating of marketing materials and corporate publications
- Highly organised and structured in your approach in order to ensure the timely distribution of materials to differing stakeholder groups
- A strong communicator adept at using innovative and appropriate communication methods, including new media to reach the target audience
- Demonstrate an enthusiastic, proactive approach to identifying new opportunities for marketing the role of Passenger Focus
- Engaged with people at all levels of the organisation to ensure that the corporate identity is consistent to uphold the Passenger Focus reputation
- Able to build effective working relationships both internally and externally, with a resilient and tenacious nature when dealing with demands
- Able to effectively manage competing priorities to deliver accurate and appropriate communications on time
- Demonstrate exposure to maintaining websites and supporting the facilitation of ideas for improvements.

You must be able to demonstrate proven experience in a busy communications / public relations / marketing role with willingness to undertake professional accreditation training. Proficient in Microsoft Office to an advanced level. Desktop publishing packages desirable.

Press Officer

12 month Fixed Term Contract based in Islington, London N1

Salary = £28,982 (plus access to civil service pension arrangements)

Reporting to the Head of Communications, you will provide key support to the team taking responsibility for communications with media about Passenger Focus's work and achievements. Primarily leading on bus related activities, you will also cover rail related activities where required. You should be a highly organised individual who is:

- Talented in extracting key information and conveying in a concise, accurate manner using engaging communication methods both for an internal and external audience
- Highly structured in your approach in order to deliver to tight deadlines
- A personable team player, with a resilient and tenacious nature
- Able to work with flexibility and consistency, when posed with competing demands both externally and internally

- Aware of the organisation's strategy and role as well as being politically aware
- Able to build excellent relationships and influence media contacts to ensure consistency of messages to uphold Passenger Focus's reputation
- Proactive in reporting timely newsworthy issues, and able to identify and maximise opportunities to raise the profile of Passenger Focus.

You will have proven experience in a busy press office / communications / journalism role, with previous working relationships with bus industry / journalist desirable. Proficient in Microsoft Office to an advanced level. Desktop publishing packages desirable.

So take a challenge and make life better for the people who use Britain's bus and rail services each day.

To convince us that you are a potential candidate for these pivotal roles, **please e-mail your CV and covering letter** to recruitment@passengerfocus.org.uk, clearly indicating for which role you wish to apply.

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 for both roles is available to view on the Passenger Focus 'Jobs' homepage.

The closing date for applications for both roles is 12 noon, Monday 5 October 2009.

Assessments will take place at the mid October.