



Passenger Focus is the national independent consumer organisation for rail passengers, and our role is now being extended to perform a similar function for bus and coach passengers. Our mission is to get the best deal for passengers; and to make sure our success matches our aspirations we're looking for a Research and Policy Adviser who can help us provide the analysis and research needed to ensure that decisions are evidenced - based on a clear understanding of passengers' aspirations and travel habits.

You will develop and manage research projects – both in-house and externally; provide support on research techniques; help develop Passenger Focus policy and our response to consultations of national relevance and represent Passenger Focus in meetings within the public transport sector including, the Department for Transport, Network Rail, rail and bus operating companies and a raft of regulatory, governmental and stakeholder bodies; produce reports, respond to consultation documents; and present our work to internal and external audiences.

Research and Policy Adviser

Based Islington, London N1

c. £32,000

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 will have acquired knowledge of data analysis techniques and statistics packages. With experience of working in a similar role, you will be comfortable working as part of a small team; possess the ability to remain effective while under pressure; and have good communication skills.

So take a challenge worth getting your teeth into: make life better for the millions of people who use Britain's public transport services each day. To register your interest, please email your CV with a covering letter stating how you meet the criteria for the role to Suzette.mcgee@passengerfocus.org.uk by 12 noon on 17 April 2009. www.passengerfocus.org.uk

**Passenger Focus
Job description**

Title: Research and Policy Adviser

Grade/Band: D

Line manager: Head of Research

Purpose of the job

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

Outline

The post-holder will support the Head of Research in the commissioning and delivery of high quality passenger research to ensure Passenger Focus's policy development is 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 post-holder will work closely with the Policy team and will also be involved in cross organisational working in project teams to support the delivery of business plans.

Tasks and responsibilities:

Research:

- Develop and conduct research projects including: drafting project specifications, coordinating the tendering process, liaising with consultants, drafting and coordinating final reports and using the research to bring about changes for passengers.
- Collect and analyse internal and external data/reports/research and analysis of railway performance and delays attribution information through: identifying issues, predicting trends and providing briefings and papers as required.
- Provide support on research techniques to the Policy and Passenger Link Managers.

Policy:

- Work with the Policy Manager and policy advisors to develop Passenger Focus policy and produce written responses to consultations of national relevance, as required.

General:

- Represent Passenger Focus in meetings and discussions with representatives from external organisations such as the Office of Rail Regulation, the Association of Train Operating Companies, Train Operating Companies, Bus Operating Groups, Passenger Transport Executives, Local Government and the European Commission.
- Present Passenger Focus work to internal and external audiences.

Passenger Focus Person specification

Skills and Competencies

- **Education/experience:** Degree level or equivalent, with significant experience of working in a comparable role.
- **Professional knowledge and expertise:** Knowledge of data analysis techniques, and statistics/packages. Demonstrated experience in tendering and managing contracts. An understanding of the aspirations of rail / bus and coach 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, and understand statistics/information and draw inferences and conclusions 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. Effective report writing skills.
- **IT Skills:** Experience of using Microsoft Office (Word, Excel, Powerpoint, Outlook and Access) to a high standard. A good understanding of using statistical packages such as SPSS and SNAP.
- **Works well under pressure:** The ability to remain effective while under pressure and working to competing deadlines.

Important working relationships

- Policy and Research team.
- Passenger Link Director, Managers, Project Coordinators and Communications Team.
- External consultants/suppliers.
- Train operating companies and bus / coach operators.
- Other external stakeholders such as, Department for Transport, the Office of Rail Regulation, Network Rail, the Association of Train Operating Companies, Local Government and Passenger Transport Executives.