

# Senior Passenger Adviser (Temporary to cover maternity leave circa 9-12 months)

**Location:** Manchester  
**Salary:** £22,940, per annum  
**Hours:** Full-time  
**Reporting to:** Passenger Advice Team Leader

## The company

Passenger Focus is the national independent consumer organisation for rail, bus, coach and tram passengers. Our mission is to get the best deal for passengers; and to make sure our success matches our aspirations, we are looking for a Senior Passenger Adviser who can help us fulfil this mission by being the customer's first point of contact and dealing effectively with rail, bus, coach and tram operating companies on behalf of the customer to obtain the optimum resolution to their concerns and issues raised.

## Your application

The information that follows provides a description of the key skills, competencies and responsibilities for the role of Senior Passenger Adviser. **Please ensure you link the experience in your CV to the requirements of the role as mentioned in this advert.**

## The role

This is an exciting opportunity for an individual who is looking for a challenging role providing a key front line service to passengers. The post holder will be responsible for ensuring that any passenger contact is dealt with empathetically, yet effectively, to ensure that complaint handling targets are met consistently.

The key focus for this role is to provide excellent customer service, whilst maintaining effective information management systems that can be used to identify trends and issues that relate to the experiences of rail passengers.

The successful applicant will have relevant experience in a demanding customer service environment. It is important to possess superior written and verbal skills in order to communicate with the customer effectively, using reasoned argument and clarity of information to persuade and influence positive outcomes. The post holder should have a forward thinking attitude and tenacity to take responsibility for customer issues in order to resolve problems successfully and continually deliver results.

**Knowledge of the rail industry would be an advantage.**

## Key responsibilities involve:

- Providing a professional and consistent appeal complaint handling service by representing the customer to train operating companies / rail service providers
- Achieving individual targets for quality and quantity of response as well as working collaboratively to maintain team efficiency
- Producing standard and tailored reports and looking for ways to continually improve customer service policies
- Analysing complaints information to identify trends and provide improved customer advice delivery
- Maintaining relationships at all levels, within Passenger Focus, the Rail Industry and other third party organisations
- Liaising with a variety of departments and personnel within Passenger Focus to create a 'global' team-working environment
- Working with minimum supervision to proactively handle and escalate issues as appropriate.

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### Contact details:

If you feel that you have the skills and qualities to fulfil this role, please e-mail your **tailored CV (which should be no more than three pages long) and covering letter** to [passenger.focus@reedglobal.com](mailto:passenger.focus@reedglobal.com). You will need to ensure that your CV clearly demonstrates experience that directly reflects the skills, competencies and demands of the role. A copy of the job description containing full details of the role tasks and responsibilities can be found on our website: [www.passengerfocus.org.uk](http://www.passengerfocus.org.uk). All applications will be treated in the strictest confidence.

**If you have not received a response within four weeks of the closing date, please assume that on this occasion you have been unsuccessful.**

**Closing date for applications is 6pm on Sunday 11 July 2010 and assessment centres are scheduled to take place on 19 and 20 July 2010.**