

**Passenger Focus  
Job advertisement**

**Title:** Senior Passenger Adviser

**Salary:** £22,940

**Hours:** Full-time

**Based:** Manchester, M1

**Line manager:** Passenger Advice Team Leader

**The organisation**

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 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 and coach 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 that requires a professional approach. 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.

### **Tasks and responsibilities**

- 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 to create a 'global' team working environment
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### **Contact details**

If you are interested in applying for this vacancy please forward an email attaching an up-to-date CV to [tracy.west@reedglobal.com](mailto:tracy.west@reedglobal.com). For an informal discussion about the role, please contact Tracy West on 07793 263639. All applications will be treated in the strictest confidence.

**Closing date for applications: 5.00pm Friday 6 November 2009**

**Assessments to take place 24 – 26 November 2009**