



## **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 Senior Researcher who can deliver and communicate Passenger Focus's high quality passenger research. Our work includes the National Passenger Survey which is the largest published piece of passenger research. The evidence from our research supports our campaigns to drive service improvements and help deliver a better deal for passengers.

## **SENIOR RESEARCHER**

**Based in Islington, London N1**

**Salary = £45,000 (plus access to civil service pension arrangements)**

Reporting to the Head of Research, you will provide key support in the commissioning and delivery of high quality passenger research through in depth analysis of the issues affecting passengers. You should be an organised individual who is:

- able to demonstrate an excellent understanding of research methodologies as well as exceptional analytical skills.
- proficient in co-ordinating people and resources effectively with the ability to prioritise tasks and meet deadlines.
- able to motivate the team of Researchers, providing support and development through mentoring.
- experienced in contract management and government procurement processes.
- determined to continuously improve their approach to managing and analysing qualitative and quantitative data.
- able to deputise for the Head of Research on occasion which will require confident and persuasive communication skills to be able to influence a variety of audiences.

You will be educated to degree level.

**So now 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 this pivotal role, please e-mail your CV and covering letter to [rachel.ward@reedglobal.com](mailto:rachel.ward@reedglobal.com). 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 is attached.

**Closing date for applications is 12.00 noon, Monday 14<sup>th</sup> December 2009 and assessments will take place at the start of January 2010.**