

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've created several vacancies in our Manchester office.

## Development Co-ordinator

(9 month fixed term contract)

c. £28,900

Educated to degree standard (or equivalent), you will provide high quality project co-ordination and support for our team of managers based nationwide, to deliver benefits for passengers and influence long-term transport strategy. You will also contribute fully to internal development of the team, improving processes and helping to share knowledge. The role is varied, including project co-ordination, research, stakeholder liaison and correspondence/report drafting.

You must be able to demonstrate a natural enthusiasm for working with and supporting others, and the ability to act as an advocate of cross-organisational collaboration. With proven project management knowledge and experience, you will also have excellent organisation skills. We are looking for a clear communicator with good report writing skills, and the ability to research, analyse and interpret data to develop to assist in the delivery of key projects. Experience within a similar role is essential.

**Closing date for applications: 28 May 2009. Interview date 9 June 2009**

## Resources Adviser

(Permanent contract)

c. £22,900

The purpose of the role is to improve the quality of passengers' journeys by providing high quality support to the resources team to ensure payment and personnel systems and records are kept up to date, and co-ordinate information and communication technology (ICT) support reporting including maintaining asset lists to facilitate the delivery the organisation's business plans.

You will be responsible for supporting the resources team in the provision of a range of information and services to managers and staff, for the processing of invoices and expenses claims, and for assisting with ICT asset/stock management and helpdesk functions. You must have good organisational skills and be comfortable working as part of a small team; possess the ability to remain effective while under pressure; and have good communication skills.

**Closing date for applications: 5 June 2009. Interview date 11 June 2009**

# Project Administrator

(12 month fixed term contract)

c. £22,900

This role supports the Bus Passenger Project Team and includes project administration and support of our research, passenger advocacy and stakeholder liaison work along with associated correspondence/report drafting and maintenance of project documentation

You will work in cross organisational project teams to support the delivery of project objectives assisting with the scoping, planning and updating of projects, drafting project briefs and reports. You will have good organisational skills, be comfortable prioritising your own and others' work and have gained experience in a similar role. A knowledge and working understanding of the principles of project management (e.g. Prince 2 Foundation Level) would be useful.

**Closing date for applications: 5 June 2009. Interview date 12 June 2009**

Further details of all roles can be found on our website: [www.passengerfocus.org.uk](http://www.passengerfocus.org.uk)  
All posts will have access to the Civil Service Pension arrangements.

**To apply, please email your CV with a covering letter saying how you meet the role requirements to [recruitment@passengerfocus.org.uk](mailto:recruitment@passengerfocus.org.uk) by the relevant closing date. Please state clearly which role(s) you are applying for.**