

Job: Stakeholder Manager
Location: London
Salary: £33,000 plus access to civil service pension arrangements
30 days annual leave

Transport Focus is the independent watchdog and we aim to make a difference for transport users by working with transport operators and authorities, as well as local and regional stakeholders to improve the customer experience of transport users.

The post holder will need to demonstrate experience of building effective stakeholder relationships as well as the ability to identify, manage and prioritise their time and resources focusing on where it will have the most impact and influence.

Reporting to the Head of Strategy, the Stakeholder Manager will focus on transport user issues in East Anglia and the South of England. The post holder will work in partnership with the rail industry, local transport user representatives and key stakeholders to provide evidence based challenge that leads to improvements for transport users.

Key responsibilities for this role are:

- To ensure effective relationships are maintained with key stakeholders such as Greater Anglia, Network Rail and others to use Transport Focus research, including the National Rail Passenger Survey and other data to drive improvement for passengers
- To work with Greater Anglia on the introduction of new trains to ensure passenger needs are met
- To provide advice and guidance to Greater Anglia, Network Rail and others on a range of issues including complaint handling, and the management of planned and unplanned disruptions to service
- To work with relevant organisations to gain insight from customers and stakeholders
- To represent passengers in specific forums as well as identifying and escalating passenger concerns when needed

You will be based out of our central London offices and there will be a requirement to travel to Greater Anglia on a regular basis which may necessitate some flexibility with working hours.

Applications via email to recruitment@transportfocus.org.uk

Closing date for receipt of applications will be 31 January 2017.

Interviews will take place week commencing 13 February and will be held in our central London offices.

TITLE: Stakeholder Manager

GRADE: D

MANAGER: Head of Strategy

LOCATION: Transport Focus London office

PURPOSE OF THE JOB

To make a difference for transport users by working with transport operators and authorities plus local and regional stakeholders to improve the customer experience of transport users. The post holder will be required to identify, manage and prioritise their time and resources, focusing on where it will have most impact and influence.

OUTLINE

Reporting to the Head of Strategy, the Stakeholder Manager will focus on transport user issues in East Anglia and the South of England. The post holder will work in partnership with the rail industry, local transport user representatives and key stakeholders to provide evidence-based challenge that leads to improvements for transport users.

The post will be based at Transport Focus's London office, but with significant travel required. There will be a requirement for some working outside of standard hours.

On average three days per week will involve working to represent the interests of specifically Greater Anglia passengers.

TASKS AND RESPONSIBILITIES

Making a Difference

- To work with Greater Anglia, Network Rail and others to use Transport Focus research, including the National Rail Passenger Survey and other data, to drive improvements for passengers
- To work with relevant organisations to gain insight from customers and stakeholders about what improvements can be made
- To work with Greater Anglia on the introduction of new trains to ensure passenger needs are met
- To provide additional insight into research carried out by Transport Focus
- To provide advice and guidance to Greater Anglia, Network Rail and others on a range of issues such as complaints handling or the management of planned and unplanned disruption to services
- To identify and escalate passenger concerns as appropriate
- To represent the interests of passengers in specific forums

Stakeholder relationships

- To ensure effective relationships are maintained with key stakeholders in accordance with the Transport Focus stakeholder engagement strategy.
- To ensure that the views and aspirations of stakeholders, including organisations representing passengers, are understood and communicated to relevant colleagues within Transport Focus

Communications

- To promote increased transparency of information and improved mechanisms for reporting franchise performance and developments to passengers

Transport Focus – Person Specification

EDUCATION PROFESSIONAL KNOWLEDGE & RELEVANT EXPERIENCE

ESSENTIAL:

- ➔ Experience in a comparable customer facing role.
- ➔ Demonstrable experience of building effective stakeholder relationships.
- ➔ Proficient in the use of Microsoft Office (particularly Word, Excel, PowerPoint and Outlook).

DESIRABLE:

- ➔ Degree or equivalent career experience
- ➔ An understanding of transport user aspirations and an interest in how transport issues are identified and improved.
- ➔ Experience of analysing consumer research and using findings to support initiatives
- ➔ Awareness of the legislation governing the industry and the remit of Transport Focus.
- ➔ Experience of working in a changing environment.
- ➔ Knowledge of, or interest in, the transport industry or consumer affairs

CORE SKILL AND COMPETENCIES

WORKING WITH OTHERS – Level 3

Works effectively as part of a team by collaborating with others and contributing towards team goals. Professional in approach. Demonstrates empathy and understanding of others' viewpoints in order to build rapport. Supports colleagues and works cross functionally to provide an effective input to the organisational team. Engages with others at all levels, sharing knowledge and best practice. Manages the expectations of others. Gains cooperation from others by talking through issues and solutions. Proactively inspires trusting partnerships. Initiates and develops relationships to further organisational goals. Networks both internally and externally to the organisation. Focuses on developing long-term relationships.

INFLUENTIAL COMMUNICATION Level 2

Communicates in a way that can be easily understood. Speaks clearly and concisely at an appropriate pace, checking for understanding. Presents verbal and written information in a structured way. Actively listens to others and asks questions to indicate engagement or for clarification. Engages positively when communicating with others. Adapts communication style to the needs of the audience and situation. Conveys credibility when communicating at all levels of the organisation.

FLEXIBLE PLANNING AND ORGANISING – Level 2

Systematic and methodical when developing structured plans to manage own workload. Considers timescales and the materials available and manages these effectively in order to meet deadlines. Recognises the need to be flexible in approach to completing tasks. Thinks ahead and anticipates

changes. Prioritises tasks in order to respond effectively to competing demands. Monitors progress by reviewing stages regularly. Responds flexibly to changing priorities by re-arranging own workload or adapting existing plans.

PROBLEM SOLVING AND CRITICAL THINKING – Level 2

Is able to assess problems from a variety of angles by recognising relevant and irrelevant information. Will formulate solutions based on the facts. Able to understand research information or data and link outcomes to objectives. Establishes key facts and identifies root cause issues. Identifies a range of possible solutions and assesses the associated risks. Makes objective and reasoned decisions based on facts and evidence. Is able to interpret research information or data correctly.

CONTINUOUS IMPROVEMENT – Level 2

Committed to continuously strive for results and takes pride in producing work to high standards. Committed to improving self through learning from own experiences. Proactively identifies improvements to processes and services, implementing own ideas in line with best practice. Appropriately challenges the status quo. Takes steps to identify a way to fill their own skills/knowledge gap and takes positive steps to address the gap.

TENACITY AND RESILIENCE – Level 2

Works well under pressure, focused on completing tasks. Delivers consistent quality representation of the organisation and retains business focus in difficult situations. Remains emotionally controlled when under pressure or in stressful situations. Self starting with the ability to handle challenges and obstacles confidently. Determined to succeed, demonstrating persistence.

STRATEGIC THINKING – Level 2

Demonstrates organisational awareness. Understands the role of the organisation and who the stakeholders are. Recognises how own role impacts and links into organisational objectives. Thinks through the wider consequences of their actions and how these will impact on organisational goals. Considers wider strategic issues when developing approach to achievement of own objectives. Understands how key departments fit together and looks outside own team to link strategically and achieve wider organisational goals. Identifies both internal and external issues that might impact the organisation.

IMPORTANT WORKING RELATIONSHIPS

- Colleagues throughout Transport Focus
- Greater Anglia and Network Rail Anglia Route management teams
- Internal and External Stakeholders as informed by the Transport Focus stakeholder strategy
- Local/regional passenger groups
- Other train operating companies
- Local/regional bus operators and local transport authorities
- The Department for Transport
- Disabled groups