

TITLE: Stakeholder manager - franchising

GRADE: D

SALARY: £33,463.00

MANAGER: Head of policy

LOCATION Transport Focus London office

PURPOSE OF THE JOB

To make a difference for transport users by providing high quality input and support to the Transport Focus Franchising workstream. 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 policy, the stakeholder manager - franchising will focus on transport user issues connected to franchising, working closely with Transport Focus Policy, Insight and Transport user staff and other members of the organisation involved in franchising projects. The post holder will play a key role in creating well-evidenced and influential documents, assisting in the development and application of policy and attending meetings with stakeholders to provide an 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.

TASKS AND RESPONSIBILITIES

Making a Difference

To work with Transport Focus staff and external stakeholders to use Transport Focus research and other data to drive improvements for transport users in relation to the rail franchising programme

To draft, coordinate and complete submissions and consultation responses and produce material for internal and external communications

To work with relevant organisations to gain insight from customers and stakeholders about what improvements can be made

From time to time, to work with Transport Focus insight colleagues to develop research in line with the needs of individual franchises and the wider programme

To ensure that the complex franchise workstream is managed effectively and that deadlines are met

To identify and escalate transport user concerns as appropriate, providing linkages between activities with the transport teams to enable influence over future franchise contracts

To assist in the development and application of policy, appropriate to the franchising programme

Gather, interpret, prepare and present data in a range of formats to a range of audiences

Stakeholder relationships

Work with senior colleagues to ensure effective relationships are maintained with key stakeholders in accordance with the Transport Focus stakeholder engagement strategy.

Work with senior colleagues to ensure that the views and aspirations of stakeholders, including organisations representing transport users, are understood and communicated to relevant colleagues within Transport Focus

Communications

To promote increased transparency of information and improved mechanisms for reporting performance and developments

To work with colleagues to ensure that the Transport Focus website, Connect and other communication tools are effective showcases for the activities of Transport Focus and meet the needs of internal and external 'customers'.

Produce franchising updates for internal and external audiences

Opportunities for partnership working

Be alert to the potential for working in partnership with third parties to deliver work consistent with Transport Focus's priorities, and escalate any opportunities as appropriate.

Wider Transport Focus responsibilities

The postholder may from time-to-time be required to undertake tasks in relation to other areas of Transport Focus's responsibilities.

Transport Focus – Person Specification

EDUCATION PROFESSIONAL KNOWLEDGE & RELEVANT EXPERIENCE

ESSENTIAL:

An understanding of transport user aspirations and an interest in how transport issues are identified and improved.

Demonstrable experience of building effective stakeholder relationships and influencing skills

Proficient in the use of Microsoft Office (particularly Word, Excel, PowerPoint and Outlook).

Effective writing skills and experience of writing responses and submissions

A basic understanding of data analysis techniques, including creating charts/graphs in Excel

DESIRABLE:

Degree or equivalent career experience

Experience of analysing consumer research and using findings to support initiatives

Experience in a comparable customer facing role.

Experience of customer relationship management practices

Working understanding of the principles of project management

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 and particularly the Franchise Programme Manager

Internal and External Stakeholders as informed by the Transport Focus stakeholder strategy

Local/regional passenger groups

Franchise bid teams and other train operating companies

local transport authorities

The Department for Transport and Transport for Wales

Disabled groups