

Engagement Manager

Reports to: Senior Engagement Manager

Contract: Permanent

Location: London or Manchester

Grade: D+

Transport Focus is the voice of Britain's transport users. We use our powerful insight to monitor, challenge and identify issues as they arise, to improve the user experience. Key to our success is our outstanding stakeholder network and the way this is leveraged to achieve results.

We are an executive non departmental public body, sponsored by the Department for Transport (DfT). We are led by a board of non-executive directors appointed by DfT, Scottish and Welsh Governments and the London Assembly, and run by a Senior Leadership Team which is split between Manchester and London.

Role outline

As an Engagement Manager, you will play an integral role in managing internal and external relationships, to make a positive impact for transport users. You will collaborate with colleagues across Transport Focus and externally, to help develop and deliver a strategic programme of engagement to address transport related issues and challenges. With the ability to manage multiple tasks and projects effectively you will contribute to the delivery of Business Plan objectives. You will work cross functionally across the organisation, ensuring there is good engagement with relevant subject matter experts and strong collaboration and co-ordination with other functions.

You will need to have or acquire a broad understanding of the challenges and opportunities surrounding the transport industry, and its impact on users.

There are currently offices in London and Manchester. There is an expectation to work out of one of the offices, but there are opportunities for flexible working.

What you will do

- Spot issues, understand what's happening on the ground and horizon scan for developments that may affect transport users
- Manage and work on multiple projects across modes and themes, to deliver business plan objectives
- Prioritise work to deliver the objectives in the Business Plan while also being able to respond to external developments
- Collaborate with colleagues in other teams, particularly Insight and Evidence and Communications and Public Affairs, to deliver maximum impact from the work we do
- Represent Transport Focus on forums, panels and events
- Use influence to achieve objectives
- Form effective stakeholder relationships / networks and look for / be open to opportunities for industry partnerships and alliances
- Use evidence from other organisations to help us achieve our objectives.

About you

- Excellent influential communication and interpersonal skills, with the ability to build relationships, working collaboratively and seamlessly in cross-functional teams
- Collaborative with a willingness to contribute to projects and workstreams outside of your immediate team
- Able to work across multiple projects and programmes of work
- Experience of using, and able to explain complex research, data or statistics to people outside of the industry and profession
- Produces high quality written outputs
- Able to solve problems with a self-motivated and solutions-focused outlook
- Tenacious, proactive, and creative in approach - and makes things happen
- Diversity of thought, naturally challenging accepted norms. Keen to explore new and innovative ways of doing things – keeping abreast of developments inside and outside of the transport industry
- Experienced in stakeholder engagement
- An advocate for change, demonstrating belief and passion in the evolution of the organisation
- Understanding and appreciation of transport and its associated challenges.

Our commitment to equality, diversity and inclusion

Transport Focus is committed to representing all transport users. Our team members will play a large part in inspiring the organisation to think differently in terms of approach to this commitment. We must show that our work is representative, relevant, and useful. Diversity and inclusion is key to being able to do this effectively. We believe that everyone in society deserves the same chances in life. Having a diverse and inclusive organisation means we can tap into different perspectives and experiences to generate new ideas and initiatives, which will make our work more relevant and useful. We want Transport Focus to be a place for everybody and anybody to work. We aim to build teams that draw upon the widest range of experiences, talent, and ideas, and for that reason welcome applications from the broadest range of backgrounds and communities.