



Corporate Services

Director

Candidate Information Pack

September 2024



Welcome message



Alex Robertson
Chief Executive of Transport Focus

Thank you for your interest in this role. The role of Corporate Services Director at Transport Focus is a superb opportunity to play an important part in leading an influential organisation. Our work touches the lives of people right across the country every day.

I've been here for nearly a year now and it is a great place to work. Colleagues care about what they're doing and about each other. If you have the same approach you'll thrive here, learning new skills and building lasting relationships.

As our new Corporate Services Director, you will join Transport Focus at a pivotal time. We launched our new Business Plan in May, and the recent change of Government will lead to reforms across the transport sector, including to Transport Focus. Running an efficient, effective organisation and being able to show the difference we make to the public has never been more important.

We are committed to creating an inclusive and supportive culture at Transport Focus. Our approach to recruitment reflects that – if you're reading this and think you could do the job, but are worried there will be more experienced candidates please don't let that put you off. We'll make sure we test your potential as well as your experience during the selection process.

I'm looking forward to seeing who applies.

If you would like any further information or to discuss the role before applying, please do contact Matt Malone of GatenbySanderson at matt.malone@gatenbysanderson.com.



Corporate Services Director

Reports to: Chief Executive
Contract: Permanent
Location: London or Manchester

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

Your role is to make sure Transport Focus is a resilient, efficient organisation that supports its colleagues to make the maximum possible impact for transport users. As a key member of the Senior Leadership Team, the post is responsible for financial management, business planning, IT / digital, facilities, governance, corporate services, and risk management functions. You will have an ability to build strong relationships at all levels, including our Board and senior external stakeholders. You will be a qualified accountant who has experience over-seeing a range of corporate services functions and who can lead a multi-disciplinary team.

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

- Contribute to the overall leadership and development of the organisation, developing and implementing strategy where necessary and substituting for the Chief Executive where appropriate.
- Provide senior, strategic leadership to the delivery of significant parts of the Business Plan supporting and over-seeing the work of multi-disciplinary teams.
- Provide finance, procurement, governance, facilities and other advice to the Chief Executive and the Board, ensuring that the Accounting Officer's responsibilities are fulfilled.
- Support the Head of Board and Governance in ensuring that all legal and mandatory responsibilities of the organisation are met, and that the governance of the organisation supports effective decision making and planning.
- Ensure there are effective financial controls and reporting systems in place to allow resources to be allocated to business plan priorities.



- Ensure that appropriate information and communication technology infrastructure and systems are in place and maintained. Develop and regularly review the ICT strategy, ensuring Transport Focus has what is required to deliver its statutory functions and business plan commitments.
- Ensure that accommodation and facilities are efficiently managed and support effective working for all Transport Focus colleagues, including those with additional needs.
- Ensure compliance with the finance aspects of the Framework document and Managing Public Money, as well as with guidance issued by the Cabinet Office and HM Treasury to secure unqualified audit reports.
- Ensure appropriate finance submissions and returns are made to the Department for Transport along with compliance with HM Revenue and Customs regulations.
- Manage the Business Planning, budget setting and reporting process.
- Ensure the monthly payroll runs smoothly. Manage the contract with the outsourced payroll provider, including the links with the approved pension administration centre.
- Manage the annual pay remit process in line with Treasury and Departmental guidelines.

About you

- A strategic, inclusive leader with the ability to engage colleagues and stakeholders at all levels.
- Committed to excellent standards of public service and passionate about the work of Transport Focus.
- Experience of operating at a strategic level with responsibility for finance and one or more other corporate service functions (e.g. IT, facilities, business planning, governance, project management, risk management).
- Experience of delivering strategic, cross-cutting projects and managing change.
- CCAB qualified accountant ideally with public sector experience.



Essential leadership skills and competencies

Leading and Inspiring Others

Provides direction for others. Understands the capability of their team. Defines success and measures the performance of others. Empowers individuals to take responsibility for their own performance.

Developing Others

Identifies talent and development needs in others. Supports others to maximise their professional development. Understands the importance of taking a long-term view when developing others.

Managing Change

Demonstrates commitment to change, without promoting change for change's sake. Considers those affected by the transition, providing support. Gains buy-in to the changes from others. Champions change, viewing change as an opportunity. Drives changes forward whilst guiding others through the process. Strives for a smooth transition when implementing change, overcoming barriers.

Driving Strategic Results

Proactively researches the strategic needs of team and organisation to ensure that goals and objectives are intrinsically linked to achieving results for the business and maintaining organisational reputation.

Emotional Intelligence (Self-Awareness & Emotional Perception)

Understands and monitors one's own emotions, recognises emotional triggers and manages them effectively to guide own thinking and performance.

Our commitment to equality, diversity and inclusion

Transport Focus is committed to representing all transport users and our directors will inspire 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.



How to Apply

To apply for this post, you will need to complete the online application by no later than 5pm, Friday 4 October 2024.

Please submit the following:

1. Some basic, personal information, when prompted;
2. A CV (max 3 pages) setting out your career history, with key responsibilities and achievements. Please ensure you have provided reasons for any gaps.
3. A Supporting Statement (max 2 pages) detailing how you can address the criteria in the “About You” section, providing evidence of your suitability for the role.

As part of the online application process, you will be asked to complete an online form which will ask you a number of diversity-related questions. If you do not wish to provide a declaration on any of the particular characteristics, you will have the option to select 'prefer not to say'.

If you are unable to apply online, or have any issues with the online application process, please contact emma.clark@gatenbysanderson.com. Once you have applied, you will receive an automatic acknowledgment. If, once you have checked your spam, you have not received this, please contact emma.clark@gatenbysanderson.com before the deadline for applications.

Recruitment Timetable

Closing Date for applications	5pm on Friday 4 October
Candidates informed of outcome of longlisting	By Wednesday 9 October
Preliminary Interviews with GatenbySanderson	Between 10 and 14 October
Candidates informed of outcome of shortlisting	By Thursday 17 October
Psychometric profiling and informal conversations with Chair	Between 17 and 25 October
Final Interviews	w/c 28 October





transportfocus 

For an informal conversation about the role and your suitability, please contact:

Matt Malone of GatenbySanderson on
matt.malone@gatenbysanderson.com

Applications must be received by 17:00 on Friday 4
October

