

Engagement Manager

Location: London or Manchester (with flexible working)

Contract: Permanent

Reports to: Senior Engagement Manager

Help shape better journeys for millions of people.

At Transport Focus, everything we do starts with one question: *how can we make transport work better for the people who rely on it every day?*

We are the independent voice of transport users across Britain. From rail to roads, buses to future mobility, we bring together insight, evidence, and real world experiences to influence change where it matters most.

This is not a role where your work sits on a shelf. It influences real decisions, affecting millions of journeys across the UK.

Why this role matters

As an Engagement Manager, you will sit at the centre of our work: connecting people, insight, and action.

You will help ensure that the voices of transport users are heard by those making decisions across the industry and government. Your work will directly contribute to improvements that people experience in their everyday journeys.

If you are motivated by purpose, enjoy building meaningful relationships, and want your work to have visible impact, this is where you can do it.

The role

Strategic thinking with hands on delivery!

- Build and nurture relationships across the transport sector, from operators to policymakers.
- Spot emerging issues and trends that could affect passengers/road users.
- Lead and contribute to projects that deliver measurable improvements for transport users.
- Represent Transport Focus at events, panels, and industry forums.
- Bring together evidence and perspectives to influence change.
- Develop partnerships that strengthen our reach and effectiveness.

In a typical week, you might:

- Meet with transport operators to challenge performance issues.

- Turn new research into a compelling narrative for stakeholders.
- Contribute to a campaign influencing national or regional decisions.
- Collaborate internally to shape how insight is communicated publicly.

What it is like to work here

We are a collaborative, curious and purpose driven team. You will work across functions, learn from a wide range of expertise, and be encouraged to bring your own ideas and perspective.

We value open thinking, constructive challenge, curiosity, and continuous learning.

We offer flexibility in how and where you work, with offices in London and Manchester.

What you will bring

You do not need to tick every box, but here is what will help you succeed:

- You build trust quickly and can influence with confidence and empathy.
- You are comfortable managing multiple priorities and making things happen.
- You can turn complex data or research into clear, compelling messages.
- You bring an initiative-taking, solutions. focused mindset.
- You have experience engaging stakeholders or building networks.
- You have an interest in transport, infrastructure, or public services.

Why join us.

- Your work will influence decisions at the highest levels of UK transport.
- You will collaborate across government, industry, and advocacy.
- You will be part of a small, highly effective organisation where your voice matters.

Inclusion and belonging

We want Transport Focus to reflect the diversity of the people who use Britain's transport networks. Different perspectives help us ask better questions, find better answers, and create more meaningful impact. We actively welcome applications from people of all backgrounds, experiences, and communities; if you are excited about the role but unsure whether you meet every requirement, we would still love to hear from you.