

Board and Governance Officer

Reports to: Head of Governance and Risk

Contract: One year- fixed term contract

Location: London or Manchester

Grade: C+

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

The postholder will provide support to the Governance function across all functions and projects. This will comprise planning and prioritising high volumes of work with conflicting deadlines. The post holder will demonstrate strong team and communications skills, with the ability to make decisions within agreed parameters. This post holder must be organised, adaptable, have strong attention to detail and excellent verbal and written communication skills. You will be dealing with a range of tasks across the organisation and will work closely with a variety of colleagues and stakeholders. You should expect some business travel with occasional overnight stays.

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

- Meeting organisation, room, hotel bookings & catering coordination
- Coordination of meeting packs for Board and Committee meetings, 1st review and collation. Coordination of action points, distribution and follow up
- First draft of Board meeting read-outs
- Primary liaison with team minute taker
- Administrative support to the Head of Governance
- Ownership of team Connect site and ultimate migration
- Manage Board member expense claims, challenging and assisting as necessary
- Contribute to the continuous improvement in processes to deliver the support activities efficiently and effectively
- Project Support: the role will provide support across governance projects. Immediate projects that the role will focus on are:
 - Convene management following implementation
 - Coordinating the Board Forward Plan for 2026/27 financial year
 - Nominated CRM working group representative

- Actions that support the Board, Governance and Project Executive in respect of the Passenger Watchdog project
- Information Asset Owner for Governance Team information assets; provide support to the cross-organisation Information Strategy Group and its work, in particular the Record of Processing Activities and related tasks, and assistance with Freedom of Information Act requests.

About you

- Organised, able to work with agility across multiple projects and programmes of work
- Excellent administrative skills using discretion and attention to detail
- Good skills with Microsoft 365 suite of applications
- Excellent communication and interpersonal skills, with the ability to build relationships, working collaboratively and seamlessly in cross-functional teams.
- Can respond accordingly to a change in priorities
- 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
- An advocate for change, demonstrating belief and passion in the evolution of the organisation
- Previous experience of managing projects and project management skills
- Understanding and appreciation of transport services and their associated challenges
- Willingness to contribute to projects and workstreams outside of your immediate team

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 are 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.