



JOB DESCRIPTION

Job title:	Director
Grade:	Spot Salary £70,000
Reporting to:	Joint Chief Executive of London TravelWatch and Transport Focus
Staff managed:	3 direct reports and overall team of 10
Finance managed:	London TravelWatch budget: £1.1 million 2020/21

Job Purpose

- 1 To make a difference for transport users in and around London by planning, directing and co-ordinating the delivery of our work and ensuring joined up, consistent and pro-active stakeholder management.
- 2 To extend the voice and impact of London TravelWatch so that we are seen as the champion of transport users in the wider London area; and using all our channels and the full influencing and campaigning toolkit, to advocate and influence local and national decision makers to achieve meaningful, impactful long term improvements for consumers.
- 3 To be the lead advisor to the London TravelWatch Board and Greater London Authority; to lead and develop the staff team, and to manage financial and other resources in line with appropriate delegated authority

Key Tasks and Responsibilities

1. To lead the team to provide a clear strategic direction that helps London TravelWatch achieve its mission and goals. Ensuring that staff are motivated and developed; cross functional working is encouraged and a wider understanding of how campaigns are run and change delivered is promoted.
2. To foster and deepen the relationship with the Transport Committee of the London Assembly, ensuring that information is shared; the operating environment is understood; connections are made; that we are responsive as well as proactive; that the Memorandum of Understanding is adhered to and that Assembly Members and their staff appreciate and are satisfied with the team's performance and support.
3. To identify ways to turn policy into action on behalf of the consumer, and to identify gaps and opportunities for further research (including commercial opportunities) that

best fit our guiding principles of increasing access, choice, safety, information, fairness, redress and representation.

4. To be the principal spokesperson for London TravelWatch engaging with the media as a core part of the role, building relationships and becoming known as the voice of the organisation. To develop communication and public affairs strategy in partnership with the communications team.
5. To develop and foster relationships with key stakeholders and opinion formers. Ensuring that channels of influence remain open and productive, and that we are seen as problem solvers and drivers of change on behalf of London's travelling public.
6. To provide advice to the Board.
7. To lead the development of the business plan, ensuring a mix of strategic ambition and major campaigns with longer term focus on the delivery of core business, to achieve meaningful, effective long term improvements for consumers.
8. To continue to develop the integration of London TravelWatch's work with that of Transport Focus while maintaining a separate identify and accountability.
9. To ensure that we handle complaints and appeals effectively and that the policy implications arising from casework are integrated effectively into our forward strategy.
10. To help prepare the London TravelWatch budget and to ensure that London TravelWatch has sound financial management and accounts effectively for its activity and outputs.
11. To contribute to the development and on-going leadership of London TravelWatch and Transport Focus through membership of the Combined Management Team; to work collaboratively with colleagues and to carry out any other relevant duties.

Skills and Competencies

Essential experience

- Experienced communicator and spokesperson
- Demonstrable experience of influencing strategy
- Credibility in stakeholder management

Desirable experience

- Experience in a comparable role, including experience of successfully leading co-ordinated programmes across several teams and successfully securing the commitment of staff and stakeholders
- Experience of working with a board

Knowledge

- Broad and deep understanding of how public policy is influenced, developed, and put into practice operationally
- An understanding of how consumer organisations give their customers a voice and advocacy on issues which affect them
- A working knowledge of transport issues, or the ability to rapidly acquire this
- Effective grasp of political direction affecting current and future transport economics

Skills

Leadership and Management	<ul style="list-style-type: none">• Ability to shape the development of organisational strategy, ensuring that goals are understood within the organisation, and that staff focus on achieving them• Experience of performance management, getting the best out of others, and developing staff• Ability to align others to particular courses of action and to hold them accountable for their part in it
Team work	<ul style="list-style-type: none">• Ability to work well in a participative and collaborative way with colleagues• Ability to build teams from diverse professional backgrounds
Relationship building	<ul style="list-style-type: none">• Ability to build and maintain effective working partnerships at senior level with a wide variety of organisations which are stakeholders in transport issues• Ability to build alliances and consensus in groups with diverse agendas and to pursue commercial opportunities where available
Political understanding	<ul style="list-style-type: none">• Ability to understand the underlying agenda in the transport stakeholder organisations London TravelWatch is trying to influence – who holds what power, and who is connected to whom

Integrity	<ul style="list-style-type: none"> • Capacity to model professional integrity and to foster it in others
Influencing ability	<ul style="list-style-type: none"> • Ability to push forward the London TravelWatch agenda and be convincing to others in discussion and public debate, in national and European contexts
Communication skills	<ul style="list-style-type: none"> • Capacity to make very clear and convincing oral and written presentations
Analytical thinking	<ul style="list-style-type: none"> • Ability to make logical connections and inferences from complex data and information; and to determine logical priorities for action
Big picture thinking	<ul style="list-style-type: none"> • Capacity to see the big issues affecting transport in the region around London, whilst seeing the details in context
Managing pressure	<ul style="list-style-type: none"> • Ability to work to tight deadlines and cope well under pressure