

## JOB DESCRIPTION

<b>Job title:</b>	<b>Committee and Public Liaison Officer</b>
<b>Grade:</b>	3
<b>Reporting to:</b>	<b>Operations &amp; Communications Manager</b>
<b>Staff managed:</b>	None
<b>Finance managed:</b>	None

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### Job Purpose

To provide administrative support to the Board, ensuring that it can function effectively, arrange meetings and events, and assist the Operations and Communications Manager in ensuring that the organisation communicates effectively with external and internal stakeholders

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### Key Tasks and Responsibilities

1. Clerk meetings of the Board and its subsidiary bodies, senior staff meetings and other occasional meetings, ensuring that papers are distributed in a timely fashion; that matters arising are progressed appropriately; and that the archive of Board papers is properly maintained and accessible.
2. Maintain an overview of all that is required to service and support the work of London TravelWatch's Board and CEO, and promote our policy and influencing agenda.
3. With the Governance Officer, monitor changes to legislation, statutory arrangements, and policy developments at governmental and parliamentary level that might affect London TravelWatch's status and operating model, to ensure that such changes are understood and taken account of in the work of the organisation. Provide information and advice to the Board and secretariat in relation to these matters.
4. Lead the processes associated with corporate diary management and ensure that all concerned know what is happening, when, and that conflicting priorities are identified and dealt with.
5. Prepare briefings and reports for CEO, Board and Senior Staff; carry out or commission desk studies and research projects on issues affecting the governance of the organisation.
6. Circulate daily bulletins with links to key transport news items; draft press releases, newsletters and articles for external journals and deal with press enquiries.
7. Manage and develop the organisation's website: upload information, collate content, ensure its timely publication, appropriate presentation and branding; carry out regular analysis of website traffic and produce appropriate statistics.
8. Assist with the organisation of events.
9. With the IT & Facilities Officer, check regularly that the organisation's management of information and data complies with the Data Protection Act, and that it responds appropriately and proportionately to Freedom of Information requests, to provide practical support to the Operations and Communications Manager in their Data Protection Officer role.

### Job Objectives

To be agreed annually, clarifying the emphasis to be placed on specific areas of job responsibility.

## Skills and Competencies

Knowledge	<ul style="list-style-type: none"> <li>• Awareness of the political environment within which London TravelWatch works</li> <li>• London TravelWatch's statutory framework and constitutional terms of reference</li> <li>• The principles and practice of organisational governance</li> <li>• Minute taking and summary skills</li> <li>• Facility with MS office, including the ability to format documents and adapt templates</li> </ul>
Research skills	<ul style="list-style-type: none"> <li>• Ability to fact-find across a broad range of London's transport and related service organisations and situations</li> </ul>
Analytical skills	<ul style="list-style-type: none"> <li>• Establishing the key rationales in situations</li> <li>• Ability to analyse the core issues in communications to be able to decide actions to be taken to follow up</li> </ul>
Communication	<ul style="list-style-type: none"> <li>• Effective listening skills, to understand what others are saying and get to the heart of issues</li> <li>• Excellent written communication skills</li> <li>• Drafting written documents in a tone, language and format appropriate for the documents' readership.</li> </ul>
Relationship building	<ul style="list-style-type: none"> <li>• Anticipating and understanding the concerns of Members</li> <li>• Maintaining effective working partnerships with colleagues inside and outside London TravelWatch.</li> </ul>
Managing pressure	<ul style="list-style-type: none"> <li>• Ability to work to tight deadlines and cope well under pressure</li> <li>• Ability to juggle different areas of work with competing priorities to achieve completion of project milestones</li> <li>• Ability to remain calm under pressure</li> </ul>
Judgement and Initiative	<ul style="list-style-type: none"> <li>• Capacity to respect confidentiality and to understand which information is particularly sensitive</li> <li>• Good judgement about what information can be shared and disclosed</li> </ul>
Team work	<ul style="list-style-type: none"> <li>• Ability to work well in a participative and collaborative way.</li> </ul>
Managing indirectly	<ul style="list-style-type: none"> <li>• Getting things done through others without having line authority over them</li> </ul>