

## JOB DESCRIPTION

<b>Job title:</b>	<b>Policy Assistant</b>
<b>Grade:</b>	<b>2</b>
<b>Reporting to:</b>	Director of Policy and Investigation
<b>Staff managed:</b>	none
<b>Finance managed:</b>	none

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### Job Purpose

To assist the team with our work on transport policy, responding to public consultations and evidence gathering for our research and issues of passenger / user experience. To analyse and investigate a range of aspects of transport in London and to understand the impact on passengers.

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### Key Tasks and Responsibilities

1. Contribute to the formulation of written responses to consultations and other processes initiated by stakeholders including transport operators, DfT, GLA, Local Authorities and other interested parties. Where appropriate, engage with the proposers of schemes to discuss their impact on the travelling public.
  2. Analyse statistics and other data such as timetables to identify trends, changes and consequences for passengers and other transport users
  3. Carry out desk studies and research projects on issues arising from the experiences of London's transport users
  4. Undertake site visits and site surveys, to investigate issues of concern for passengers.
  5. Collect and observe information on the quality of the passenger experience such as at interchanges.
  6. Collaborate with London TravelWatch colleagues to identify trends and frame issues which require deeper investigation.
  7. Carry out the work in line with London TravelWatch's values and the behaviours that underpin them.
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### 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>• Ability to acquire knowledge of London's transport systems, from a consumer standpoint, and of the issues which arise for users.</li> <li>• Ability to quickly gain knowledge of transport issues and developments within the industry</li> </ul>
Research skills	<ul style="list-style-type: none"> <li>• Understanding of research methods, statistics, and an aptitude for learning about specialist areas</li> </ul>
Project management	<ul style="list-style-type: none"> <li>• Ability to juggle competing priorities and keep projects moving towards desired outcomes</li> </ul>
Influencing skills	<ul style="list-style-type: none"> <li>• Ability to represent the London TravelWatch agenda convincingly</li> </ul>
Relationship building	<ul style="list-style-type: none"> <li>• Maintaining effective working relationships with colleagues in London TravelWatch and stakeholder organisations</li> </ul>
Communication	<ul style="list-style-type: none"> <li>• Listening effectively to get to the heart of the issue</li> <li>• Setting out ideas and arguments in clear, concise ways appropriate to the audience both in writing and orally</li> </ul>
Analytical skills	<ul style="list-style-type: none"> <li>• Ability to see issues in broad context</li> <li>• Ability to analyse the key issues and their implications for others</li> <li>• Establishing costs and benefits of different actions</li> <li>• Capacity for thinking through emotive and complex issues and aligning the analysis with the policy direction of London TravelWatch</li> </ul>
Initiative	<ul style="list-style-type: none"> <li>• Ability to operate autonomously within London TravelWatch policies and without close supervision</li> </ul>
Team work	<ul style="list-style-type: none"> <li>• Ability to collaborate with colleagues in other functions in London TravelWatch, and associates working on projects</li> </ul>
Managing pressure	<ul style="list-style-type: none"> <li>• Working to target deadlines and coping well under pressure</li> </ul>