
Job title:	Policy Officer
Grade:	3/4
Reporting to:	Director of Policy & Research
Staff managed:	none
Finance managed:	none

Job Purpose

To assess the impact on, and improve the experience of the travelling public in London by undertaking research and contributing to the production of authoritative reports, guidance and recommendations for Members, colleagues and the wider audience.

Key Tasks and Responsibilities

1. Carry out or commission surveys, desk studies and research projects on issues relevant to London's travelling public.
 2. Contribute to the preparation of briefings and recommendations and give timely information and advice on transport policy and other findings from investigative work to Board Members and staff of London TravelWatch.
 3. Contribute to the formulation of written responses to consultation initiated by stakeholders such as the DfT, TfL, NWR, GLA, Local Authorities, Borough Partnerships and other interested parties. Where appropriate, engage with the proposers of schemes to discuss and determine their impact on the travelling public.
 4. Undertake site visits and surveys to clarify facts about specific situations that arise in policy or casework issues.
 5. Gather and analyse performance data from a variety of sources including TfL, Transport Focus, National Passenger Survey, Network Rail, Transport Operating Companies, to identify what is happening and why.
 6. Represent the organisation at meetings to ensure that London TravelWatch's views and policies - the voice of the consumer - are understood and taken into account.
 7. Liaise with casework colleagues on issues and emerging trends that require deeper investigation and response.
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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"> • Knowledge of London's Transport systems, from a consumer standpoint, and of the issues which arise for users. • Knowledge of transport issues and developments within the industry • Understanding of transport and population geography; the structure, culture, attitudes of operators; legislation and operating constraints; equalities and accessibility issues
Research skills	<ul style="list-style-type: none"> • Understanding of research method, statistics, and the aptitude for learning about specialist areas
Project management	<ul style="list-style-type: none"> • Ability to juggle competing priorities and keep investigation projects moving towards desired outcomes
Influencing skills	<ul style="list-style-type: none"> • Putting the case persuasively, particularly in public debate • Ability to represent the London TravelWatch agenda convincingly • Ability to write clear, impactful reports
Relationship building	<ul style="list-style-type: none"> • Knowing who does what and who knows what, in other transport organisations • Maintaining effective working relationships with colleagues in London TravelWatch and stakeholder organisations
Communication	<ul style="list-style-type: none"> • Listening effectively to get to the heart of the issue • Setting out ideas and arguments (often complex) in clear, concise ways appropriate to the audience both in writing or orally
Analytical skills and Big Picture Thinking	<ul style="list-style-type: none"> • Ability to see issues in context across a complex geography and patterns of service • Ability to balance current issues with likely future needs • Ability to analyse the key issues and their implications for others • Establishing costs and benefits of different actions • Capacity for thinking through emotive and complex issues and aligning the analysis with the policy direction of London TravelWatch
Initiative	<ul style="list-style-type: none"> • Ability to operate autonomously within London TravelWatch policies and without supervision
Team work	<ul style="list-style-type: none"> • Ability to collaborate with colleagues in other functions in London TravelWatch, and Associates working on projects
Managing pressure	<ul style="list-style-type: none"> • Working to target deadlines and coping well under pressure