

## JOB DESCRIPTION

<b>Job title:</b>	<b>Policy Officer</b>
<b>Grade:</b>	<b>4</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 analyse and investigate a range of aspects of transport in London and to understand the impact on passengers particularly in relation to rail and underground. To contribute to the creation of authoritative reports and guidance for publication, for members and staff in London TravelWatch.

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### Key Tasks and Responsibilities

1. Contribute to the formulation of written responses to consultations and other processes initiated by stakeholders\* such as rail franchises and commentary on franchise and concession bids. Where appropriate, engage with the proposers of schemes to discuss their impact on the travelling public.
2. Carry out desk studies and research projects on issues arising from the experiences of London's transport users
3. Undertake site visits and site surveys, to investigate issues of concern for passengers.
4. Prepare briefings and reports and give timely information and advice on policy or other findings from investigation work to Board Members and staff of London TravelWatch.
5. Collaborate with London TravelWatch colleagues to identify trends and frame issues which require deeper investigation.
6. Represent London TravelWatch at meetings held by key stakeholders\* to promote London TravelWatch's views and policies on behalf of the travelling public and ensure that they are understood and taken into account
7. Carry out the work in line with London TravelWatch's values and the behaviours that underpin them.

*\*Stakeholders include transport operators, DfT, regulators, GLA, Local Authorities, Borough Partnerships and other interested parties*

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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>• Knowledge of London's Transport systems, from a consumer standpoint, and of the issues which arise for users.</li> <li>• Knowledge of transport issues and developments within the industry</li> <li>• Understanding of transport and population geography; the structure, culture, attitudes of operators; legislation and operating constraints; equalities and accessibility issues</li> </ul>
Research skills	<ul style="list-style-type: none"> <li>• Understanding of research method, statistics, and the aptitude for learning about specialist areas</li> </ul>
Project management	<ul style="list-style-type: none"> <li>• Ability to juggle competing priorities and keep investigation projects moving towards desired outcomes</li> </ul>
Influencing skills	<ul style="list-style-type: none"> <li>• Putting the case persuasively, particularly in public debate</li> <li>• Ability to represent the London TravelWatch agenda convincingly</li> <li>• Ability to write clear, impactful reports</li> </ul>
Relationship building	<ul style="list-style-type: none"> <li>• Knowing who does what and who knows what, in other transport organisations</li> <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 (often complex) in clear, concise ways appropriate to the audience both in writing or orally</li> </ul>
Analytical skills and Big Picture Thinking	<ul style="list-style-type: none"> <li>• Ability to see issues in broad context, and retaining complexity whilst aggregating the details in meaningful proportion</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 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>