



London TravelWatch is the official watchdog for transport users in and around the capital. We champion the interests of passengers through representation, consultation, investigation and monitoring and by taking every opportunity to press for a better travel experience.

Casework Officer
£25,808 p.a.
Fixed term contract: 6 months
Generous leave allowance + season ticket loan + pension

Your primary role will be to investigate second stage complaints from passengers who are dissatisfied with the response they have received from transport operators. You will have excellent communication skills, able to provide advice verbally and in clear, succinct written responses (tested at interview). You will need good negotiation skills to deal with transport operators and be able to see things from the customer's perspective. Keen to provide a good service, you will be very organised and able to prioritise your work within clear timescales.

Whilst a broad understanding of public transport in and around London is desirable, applications are welcome from all candidates with the right skills and experience.

To apply, please visit our website: http://www.londontravelwatch.org.uk/our_work/vacancies or email vacancies@londontravelwatch.org.uk Alternatively, telephone 020 3176 2999 or write to Caprice Pompey, Corporate Support Assistant, London TravelWatch, 169 Union Street, London, SE1 0LL, quoting job reference CO/LTW. (Please note we will not accept CVs - only completed application forms will be considered).

Closing date for all applications: 24/08/15 (9:00 a.m.)
Interviews week commencing 31/08/15

We welcome applications from all sections of London's diverse community

