



**Join us and help put passengers first.**

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

## **IT & Facilities Officer**

**Part-time, 3 days a week**

**Starting salary: circa £30k pro-rata**

**Benefits: season ticket loan, pension, flexi-time, bike scheme**

We are looking for a highly organised individual to manage our out-sourced IT infrastructure and premises contracts helping the organisation to function efficiently and ensuring business continuity.

With an understanding of the principles and best practice of customer service, you will provide an in-house helpdesk facility and help in resolving day to day operational management issues. You will have an understanding of the changing technological environment and the potential for innovation and have enough knowledge of IT hardware and software and the commercial environment to make informed purchasing decisions.

You will help check that the organisation's management of information and data complies with the relevant legislation and that it responds appropriately and proportionally to Freedom of Information requests.

An enthusiastic and flexible individual, you will have a systematic and logical approach and an ability to set out issues clearly and simply. Able to work under pressure and to deadlines without continuous supervision, you will be skilled at developing effective working relationships with team members and colleagues inside and outside London TravelWatch.

To apply, please visit our website [www.londontravelwatch.org.uk/vacancies](http://www.londontravelwatch.org.uk/vacancies) or email [vacancies@londontravelwatch.org.uk](mailto:vacancies@londontravelwatch.org.uk) Alternatively, telephone 020 3176 2999 or write to Operations Support Assistant, London TravelWatch, 169 Union Street, London SE1 0LL, quoting job reference PO/LTW. (Please note we will not accept CV's - only completed application forms will be considered).

Closing date for all applications: 13/04/18

Interview date: week commencing 16/04/18

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

