



## **London TravelWatch Director**

### **Information For applicants**

**Closing date 21 November  
interview date 2 December 2019**





## Welcome

Thank you for considering applying to London TravelWatch for the position of Director. This exciting new role is crucial in helping London TravelWatch speak up for transport users across London.

London needs good transport – it is vital to the lives of millions of people and to the success of thousands of businesses. London simply can't grow properly without quality transport.

In a rapidly expanding city, there are conflicting demands and pressures, and there is a growing need for London TravelWatch's influence in representing all users, all the time. Decisions must be taken with user views in mind, and we make sure that happens.

The successful candidate will lead a very knowledgeable and experienced team who understand London's transport needs. You will help create important campaigns and policy and build strong partnerships that really drive lasting change across the capital.

There will never be a shortage of opportunities, and some challenges! - because transport really does make a difference to people's quality of life. I look forward to receiving your application to help make London better for all.

Arthur Leathley,  
Chair, London TravelWatch

Transport has never been more important. Governments and transport providers of all shapes, varieties and locations must continue to enable and support those transport initiatives that we know from our extensive transport user research underpins satisfaction and choice. This mainly means safe, reliable and value for money transport networks. Climate change debates are also giving governments and us consumer/citizens lots to think about.

Transport Focus and London Travelwatch's unique brand of independent, official, insight, advocacy and influencing are more in need than ever. We are great places to work with committed, professional and motivated staff and Boards. It's great you are thinking of coming to join us.

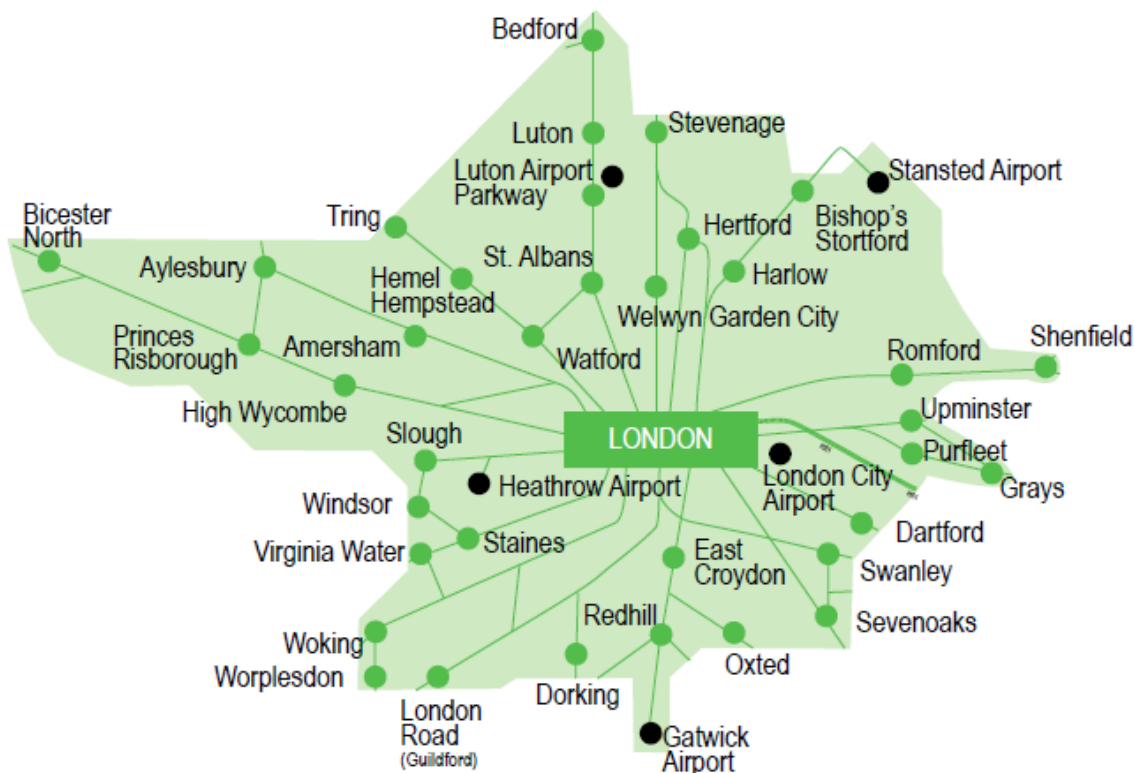
Anthony Smith  
Joint Chief Executive,  
London TravelWatch & Transport Focus

## Our history

We were set up in our current form following the establishment of the Greater London Authority in 1999, but our origins go back to 1947 when the British Transport Commission was set up as a state owned corporation responsible for most modes of transport nationally, including London Transport. In common with other nationalised industries of the period, a system of advisory committees was set up to represent the public interest and we came into existence as one of a number of regional Transport User Consultative Committees.

When the Greater London Authority was established, responsibility for the committee passed to the GLA, and the name was later changed to London TravelWatch. The remaining regional committees were consolidated into one body, which today operate as Transport Focus. Whilst we generate some external income for our work (and are keen to increase this) the majority of our funding is from an annual grant from the London Assembly.

We operate over the wider London travel to work area as below:





## **Where we are now**

We have a proud history of making a difference for transport users in London, but now more than ever before the challenge is on to tackle the demands of millions of transport users. Our strengths are our multi-modal remit; our dedicated and knowledgeable staff; our solid body of work which has stood the test of time; our new leadership and our appetite for making more of a difference for London's travelling public.

After a period of strategic drift, our board wishes to be bolder and to reclaim the space that we previously occupied as the leading consumer voice for London's travelling public, dedicated to advocating, influencing and lobbying policy makers and providers to ensure the key consumer elements of access, choice, safety, information, fairness, redress and representation for all.

To do this we need to become more resilient as an organisation, and to be more outward looking, establishing partnerships with others who share our vision and values, and focusing more on outcomes.

## **What we believe**

For most of us transport is a means to an end; journeys to work, leisure trips, visits to friends and family or day to day personal business. Transport gives us the ability to choose the job we want rather than take the nearest one on offer; or simply the ability to have a change of scenery.

In the alternative language of economics, if transport is a means to an end, then transport is a cost— a cost paid not just in money but in time, frustration, stress, injury, or pollution. Often, these costs are paid by non users too.

Our goal is to speak out for consumers to minimise those costs and the negative impact they can have on their lives.

## **The relationship with the London Assembly**

The relationship between us is governed by a Memorandum of Understanding which recognises that whilst London TravelWatch is independent from transport operators and providers, the organisation needs to work within the strategic framework that the Transport Committee sets. This is developed on an ongoing basis, with the Business Plan and budget subject to approval by the committee as funder. We have recently moved from an annual to biannual funding model, with the aim of increasing this further in the future.

Our board are appointed by the Assembly but retain full responsibility for the organisation. After a period of distance the team are now working closely with colleagues at City Hall and this appointment is being made in consultation with the London Assembly although the post holder will be directly employed by London TravelWatch.



## **Strategic collaboration with Transport Focus**

London TravelWatch and Transport Focus both exist to represent the voice of the transport user, to champion their cause when things go wrong and to get services improved, albeit with different (although overlapping) geographies and slightly different remits.

The Boards of London TravelWatch and Transport Focus have agreed a strategic partnership where the two organisations will work more closely together to ensure that, both jointly and individually they are making more of difference for transport users and delivering better value for money for sponsors and funders.

### *How will a new partnership and better joint working be forged?*

A joint chief executive arrangement is being put in place with Anthony Smith, the Transport Focus chief executive taking on this role, with the London TravelWatch team reporting in beneath this, through the new director.

Where appropriate teams from both organisations will work on common transport user issues and will share plans to co-ordinate user representation. This shared service approach will reduce the costs of the most senior leadership, reduce duplication and streamline the back office further, allowing a greater focus on front line issues.

Both London TravelWatch and Transport Focus will retain their existing boards, governance and reporting arrangements to funders (the GLA and DfT respectively) but behind the scenes staff will work together to make best use of the overall resources. There would be no change to current staff terms and conditions of employment.

The intention is to amplify impact in areas of common interest, whilst allowing more focus to be given to the specific differences of the London travel area and the wider multi modal responsibilities of the London TravelWatch team.

Both parties recognise that there may be occasions where the geographic interests of both organisations may differ and both parties will retain the right to publish or comment on issues in a way that reflects the respective statutory and other duties of the organisations – however, it is hoped that joint work and communications will be possible on many issues of joint interest.

### *How will this benefit transport users?*

Both organisations will become more effective, able to make more of a difference as knowledge, information, skills and resources are pooled – the ‘marriage value’ of the new relationship is considerable. There will be more joined up representation on issues affecting transport users across London and South East which will benefit all users. And joined up representation will simply look, feel and sound more sensible and effective.



*How will this benefit sponsors and funders?*

There will be early visible evidence of making more of a difference for transport users, with over time, more resource released for front line activities but no major changes to underlying sponsorship, financial, legal or other arrangements are envisaged. Both Boards will benefit from streamlined support and governance services plus a wider ranging look at issues affecting them.

Shared service arrangements between different organisations have become common place in the public sector over the last few years and there is a wealth of experience available to draw on to ensure that respective interests are protected and benefits maximized.

*What next?*

The partnership was agreed in the summer and since then the two teams have been working closely together to develop the thinking, with the London TravelWatch team being led by an experienced interim chief executive, Joanna Simons. The staff teams have begun the process of getting to know each other and a number of joint projects have started. This appointment, however, is critical to the future and the new director will have the chance to influence strategy and thinking.

## **Staff team and office location**

The director will be responsible for a dedicated team of 10 London TravelWatch staff, comprising policy, communications and casework, with back office support being provided from Transport Focus's Corporate Services team. The team will also be able to call on the wider resources of Transport Focus's research, insight communication and public affairs groups and the director will play an active role in the leadership of both organisations through membership of the Combined Management Team.

The London TravelWatch team are currently based in Lavington Street, Southwark, with colleagues in the London office of Transport Focus a mile away off Fleet Street. It is proposed that the two teams will be co-located soon, and alternative accommodation is being investigated.

## **Further information**

[www.londontravelwatch.org.uk](http://www.londontravelwatch.org.uk) – research reports are available in the document store

[www.transportfocus.org.uk](http://www.transportfocus.org.uk) – latest campaign information

[www.london.gov.uk](http://www.london.gov.uk) – see reports to the Transport Committee in July and September 2019

## **Terms and conditions**

The salary for this role is £70,000 plus a competitive pension; with a review after one year, and the post is subject to two months notice plus a probationary period of six months.



The standard working week for all full-time employees is 36 hours, excluding lunch breaks. A system of flexible working hours is in operation. For senior management positions the nature of the work is such that a standard working week is unlikely to apply and the reasonable hours required of the job must be undertaken.

All full-time employees appointed are entitled to 28 days paid annual leave, rising by one day for each year of service, to the maximum of 30 days.

Staff are eligible to become members of the Principal Civil Service Pension Scheme (PCSPS). New entrants can choose between:

- Alpha: a defined benefit scheme with a member contribution rate, <https://www.civilservicepensionscheme.org.uk/members/alpha-scheme-guide/> or,
- Partnership: a personal pension, on the stakeholder pension model, with a member contribution rate and an employer contribution based on age <https://www.civilservicepensionscheme.org.uk/members/civil-service-added-voluntary-contributions/partnership/>

An interest-free loan to purchase a season ticket for journeys between home and London TravelWatch's offices is available to you after three months' employment.

London TravelWatch is a member of a government approved cycle to work scheme which enables staff who intend to commute by bike to buy a cycle through a tax-free salary sacrifice arrangement. Alternatively an interest-free loan to purchase a bicycle is available after three months' employment.

## **How to apply and the interview process**

Applicants should provide an up to date CV and covering letter (maximum 3 sides of A4) explaining why they are interested in the post and addressing the criteria on the person specification. Please include a telephone contact number and a summary chart showing your current reporting line and how many staff you are responsible for. References will be taken for shortlisted candidates.

*The closing date is Thursday 21 November 2019 and shortlisted applicants will be informed by phone on the Thursday 28<sup>th</sup> November. Interviews will take place on Monday 2 December at City Hall. Successful applicants will be asked to make a short presentation to the panel on the day and applicants are asked to note this in advance.*

The chair, Arthur Leathley and interim chief executive Joanna Simons are happy to speak to potential candidates in advance and may be contacted via e mail in the first instance: [Arthur.leathley@londontravelwatch.org.uk](mailto:Arthur.leathley@londontravelwatch.org.uk) or [Joanna.simons@londontravelwatch.org.uk](mailto:Joanna.simons@londontravelwatch.org.uk)

Applications should be returned to [vacancies@londontravelwatch.org.uk](mailto:vacancies@londontravelwatch.org.uk)