

London TravelWatch staff January 2019

Staff in green make up the Senior Management Team, date joined in brackets

CEO and Governance team

Janet Cooke – Chief Executive (2008)



A housing manager by profession, Janet worked in a variety of roles for a major housing association. She then moved into local government, working in the policy and communications directorate at Westminster City Council then Surrey County Council. Immediately before joining us she gained a Public Policy MBA from Birmingham University.

Gytha Chinweze – Governance Officer (2010)



Gytha joined as Executive Assistant to the CEO. Her responsibilities include business planning, both preparing the business plan and monitoring its implementation; and governance-related work, monitoring risks and implementing mitigation strategies, and drafting responses to corporate complaints. She previously worked as a Committee Officer at London Borough of Waltham Forest. Gytha works part time and is usually in the office Tuesday to Thursday.

Sandra Ambo – Finance Officer (2002)



Sandra joined us originally to provide assistance to the Finance Officer. Her duties include paying invoices, petty cash and updating our in house logging system and accounts package in preparation for the monthly management accounts. Six years ago she added health and safety to her responsibilities. Sandra works part time and is usually in the office Monday, Tuesday and Thursday.

John Burgess – HR Advisor (2011)



John was previously Head of HR at the Tenant Services Authority. He has also held HR roles at several other organisations including the Housing Corporation and the Royal Free hospital. John works part time and is usually only in the office on Tuesdays.

Policy and Investigations team

Tim Bellenger - Director of Policy and Investigation (2004)



Tim previously worked for Cambridge City Council, Wiltshire and Oxfordshire County Councils. His varied career in local government ranging from rural through to city centre issues, and in particular improving accessibility, has given him a wide multi-modal insight into the transport industry and sustainable design.

Vincent Stops - Senior Policy Officer (1999)



Vincent originally joined as a temporary casework officer and assisted with the Thameslink 2000 closure hearings. He has worked in the Policy team for most of his time here and is our policy lead on bus and streets issues, planning and transport strategy and disability work.

Keletha Barrett – Policy Officer (2006)



Keletha joined us as a Communications Support Officer. A few years later, she was promoted to the role of PA to the CEO. Before joining us, she was an administrator at the former Department for Trade and Industry. Currently she specialises in performance and statistics, which she uses to produce our National Rail and TfL performance reports. She also responds to stations/land consultations and maintains our policy library.

Trevor Rosenberg – Policy Officer (2018)



Before joining us, Trevor worked for eight years at the London Borough of Camden in data, performance and organisational change roles. His work has included assisting the London Overground modernisation consultation, reviewing hail and ride bus routes and analysing long-term bus usage statistics. He has undertaken interchange evaluations of National Rail stations, mystery shopping exercises of Underground stations and audits of out of station walkable interchanges.

Saphia Haffejee – Policy Officer (2018)



Before joining us, Saphia was a research assistant for the Independent Transport Commission supporting on their cities and infrastructure workstream. Saphia specialises in rail and Underground, and is currently focusing on our work around the Williams Rail Review of rail industry structure and practice.

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Casework team

Susan James – Casework Manager (2010)



Prior to joining us, Susan was a Logistics Manager for three North London NHS Trusts. She managed all non-emergency transport including all NHS owned and leased vehicles. She wrote the Trust travel plan copied by other London NHS Trusts. Susan also opened and managed a new health centre until a permanent staff member could be recruited.

Margaret Croucher – Casework Officer (2009)



Margaret was previously a Customer Services Manager for Southeastern. She has also worked in the call centre for Connex and been a 'buddy' for station management and the contact centre for Southeastern. During her time with us, she has worked on some interesting and sometimes challenging cases.

Mike Brown – Casework Officer (2013)



Mike has many years experience of dealing with casework complaints. He was a District Housing Officer for Newham council for eight years, then spent six years as a Rehousing Officer for Camden Council and approximately 10 years as support officer to ward councillors and Executive portfolio holders in Camden. Mike works three days per week, alternating between Monday to Wednesday and Wednesday to Friday.

Rhys Campbell – Temporary Caseworker (2018)



Before joining us, Rhys was a Data Administrator at the Royal Albert Hall; Financial Reporting Assistant at the Electoral Commission and Data Development Executive at Government Knowledge just after graduating from University.

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Operations and Communications team

Richard Freeston-Clough - Operations and Communications Manager (2011)



Richard joined us as Communications Officer, dealing with internal and external communications and overseeing a refresh of the website and the development of our social media presence. In March 2018 he became Operations and Communications Manager, taking on management of IT and facilities as well as responsibility for the Board and data protection. He was previously Senior Communications and Community Planning Officer at Broxbourne Council in Hertfordshire.

Luke Muskett – Committee and Public Liaison Officer (2018)



Luke's main duties revolve around organising our Board and Policy meetings and liaising with Members and external parties. Prior to working here, Luke worked as a writer at a large transcription company based in Central London and attended jobs for a range of different clients. This included writing Hansard at the Houses of Parliament, producing summary documentation at AGMs for large corporations and attending disciplinary/ grievance meetings for major financial institutions and charities.

David Rose - Operations Support Assistant (2004)



David previously worked in Customer Services for Royal Mail. In 2018 his role changed to Operations Support Assistant. David processes complaints which are not appeals and manages the reception desk, helping the organisation to run smoothly.

John Wooster - Operations Support Assistant (2012)



John joined us as Corporate Support Assistant and in 2018 his role changed to Operations Support Assistant. Prior to this he worked in a Higher Education College in Harrow, providing support for the Business Studies and English students. He has good technical knowledge from his time as a systems designer and computer programmer and has also worked in technical Quality Assurance and staff recruitment. John works part time and is usually in the office Monday, Wednesday and Friday.

Fayza Patel - IT and Facilities Officer (2015)



Fayza joined us as a Casework Officer and started her new role in 2018 She previously worked in the finance department for a Silent Auction company chasing unmet 'promises'. She is currently on maternity leave.