

Join us and help put passengers first.

London TravelWatch is the statutory watchdog for transport users in and around the capital. Together with our national sister organisation Transport Focus, we champion their interests through representation, consultation, investigation, monitoring and by taking every opportunity to press for a better travel experience for all.

Casework Officer - Salary £29,198 (per annum)

9 Month Fixed Term Contract: 36 hours, Generous leave allowance, pension and benefits

Your primary role will be to investigate 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. You will need good negotiation skills to deal with transport operators and be able to see things from the customer's perspective. Focused on providing a high-quality service at all times, you will be very organised, able to prioritise your work under pressure, achieving quality outcomes at pace and working to agreed deadlines.

Although we expect our office in Central London to cautiously re-open in the coming months, at this time much of your work is likely to be done from home or remotely with a laptop provided by the organisation. Whilst the position is full-time, we have a flexible working policy which allows you to choose the hours and place of work that suits you best.

London TravelWatch value diversity and promote equality. We welcome applications from everyone with the right skills, experience in the transport industry and an understanding of public transport in and around London. We are especially keen to encourage applications from people currently under-represented at London TravelWatch, including people from a Black, Asian or Minority Ethnic background and disabled people. We guarantee an interview for candidates who meet the essential criteria and who identify as disabled.

To apply, please complete the application form on website:

http://www.londontravelwatch.org.uk/our_work/vacancies and email it to us at vacancies@londontravelwatch.org.uk

Please note, we will not accept CVs

Closing date for all applications: Monday 29 March 2021

Interviews week commencing: 12th April 2021

