

London TravelWatch Chair Job description

London TravelWatch is a body corporate set up under the Greater London Authority Act 1999. The Chair will lead the Board of 6 members. London TravelWatch receives almost all of its funding from the London Assembly to which it is accountable and whose vision is for London TravelWatch to develop as an independent and authoritative voice for transport users in the capital, building its influence with transport stakeholders through authentic evidence-based research. The Assembly may issue guidance and directions as to the conduct of London TravelWatch's business. The organisation faces the twin challenges arising from ever increasing demands of the capital's services, while working within a very tight economic environment. It needs continually to develop new ways of maximising its influence with limited resources, by working strategically and co-operatively with other stakeholders.

Job Purpose

To lead London TravelWatch's ongoing response to the tight financial climate and the process of continuous improvements in efficiency and effectiveness that will 'further strengthen its development as the capital's foremost consumer champion 'effectively representing the interests of all transport users within its area.

Principal responsibilities

1. To lead London TravelWatch's focus on consumer affairs and as a first class consumer-oriented organisation, with sound governance, new ideas and a bold approach to strategy, policy and communication.
2. To influence policy to the benefit of all passengers by maintaining an independent and authoritative voice with the public, the industry, media and government.
3. To ensure a continued clear customer focus across all public transport issues in furtherance of London TravelWatch's role as the travellers' watchdog.
4. To maintain a portfolio of relevant, evidence based - research to make London TravelWatch a major stakeholder in key public consultations in London.
5. To ensure that, within the tight financial climate, London TravelWatch works strategically, closely and co-operatively with the London Assembly, Transport Focus, transport operators and other relevant organisations to improve the user experience in its area.
6. To maintain regular meetings with the London Assembly's Transport Committee political leads and staff to ensure consistent co-operation and joint planning.
7. To provide leadership for members through performance management to deliver key objectives and outcomes.
8. To give guidance to the Chief Executive to assist in her responsibilities in leading the work of the executive staff of London TravelWatch.
9. To promote the work of London TravelWatch through the ongoing development of effective public relations and influencing strategies to ensure it is recognised as the principal consumer champion for transport matters in the capital.

Person Specification

1. Must have a demonstrable commitment to championing consumer issues.
2. Must have experience of successful innovation in service delivery and effective leadership of change through a time of reducing budgets, demonstrating good judgement and responsible decision-making.
3. Must have a record of board level achievement in the public or private sectors, and significant experience of chairing meetings at regional or national level.
4. (a) Evidence of a clear understanding of the concerns and issues of passengers and users in the London TravelWatch area.

(b) Must reside within the London TravelWatch area (see map enclosed and declaration on the application form).
5. The ability to work within a complex political environment, collaborating with others and with the necessary political sensitivity to lead a consumer watchdog organisation that develops and promotes effective policies using evidence-based research.
6. A confident and effective communicator with people at all levels including opinion formers and users from all sectors of the community.
7. The ability to identify and promote the key messages to policy makers, using the results of empirical research and ensuring high quality documents for publication.
8. A commitment to equalities issues and experience of implementing policies and procedures to ensure London TravelWatch champions accessible transport.

February 2017

TERMS AND CONDITIONS FOR CHAIR OF LONDON TRAVELWATCH

Period of appointment

1. The appointment is made by the London Assembly under section 247, and Schedule 18 [paragraphs 1 - 4, 6(1)(a), 7(1) and 10] of the Greater London Authority Act 1999 (as amended). The appointment is made for four years from 1 October 2012, expiring on 30 September 2016.

The London TravelWatch Board

2. You will be Chair of the Board of London TravelWatch. The Board has corporate responsibility for ensuring that London TravelWatch fulfils its statutory duties as set out in the Greater London Authority Act 1999 (as amended), the Heathrow Express Railway Act 1991, the Channel Tunnel Act 1987 and such other Acts and Regulations as may refer to the role and responsibilities of London TravelWatch¹. The Board is responsible for promoting the efficient and effective use of staff and other resources by London TravelWatch. To this end the Board shall:
 - a) Establish the overall strategic direction of London TravelWatch within the policy and resources framework agreed with the London Assembly;
 - b) Ensure that any directions from the London Assembly and statutory requirements for the use of public funds are complied with, and that the Board operates within the limits of its statutory authority;
 - c) Ensure that the Board receives and reviews regular financial information concerning the management of London TravelWatch; is informed in a timely manner about any concerns about the activities of London TravelWatch; and provides positive assurances to the London Assembly that appropriate action has been taken on such concerns;
 - d) Demonstrate high standards of corporate governance at all times; and
 - e) Appoint, with the London Assembly's approval, a Chief Executive and set performance targets for the Chief Executive which give due weight to the proper management and use of public monies.

Principal responsibilities of the Chair of London TravelWatch

3. You will be expected to:
 - a) give London TravelWatch a strategic and authoritative voice with the public, the industry, media and government in order to improve transport in the London area;
 - b) promote understanding of passenger issues and interests, developing a clear customer focus across all public transport issues in furtherance of London TravelWatch's role as the travellers' watchdog;
 - c) develop a portfolio of relevant, empirically-driven research to make London TravelWatch a major stakeholder in key public consultations in London;
 - d) lead for London TravelWatch at regular meetings of the standing joint working group with the London Assembly;

- e) provide leadership for members through the introduction of systems for performance management to deliver key objectives and outcomes;
- f) give guidance to the Chief Executive to assist in their responsibilities in leading the work of the Secretariat of London TravelWatch; and
- g) raise the profile of London TravelWatch through the development of effective public relations and media strategies to ensure it is recognised as the principal consumer champion for transport matters in the capital.

Remuneration

- 4. The remuneration for your role as Chair of London TravelWatch in 2012 is £13,000 a year for a time commitment of an average of no more than 1 day a week. This salary will be pensionable. You are entitled to be a member of the Principal Civil Service Pension Scheme. The arrangements for membership of this scheme are to be undertaken by the Chief Executive of London TravelWatch and details of terms, contributions and benefits of the pension scheme can be provided by the Chief Executive of London TravelWatch. A pension will be paid at the end of the appointment. The remuneration is increased annually at the same level as the London Assembly Members.
- 5. The remuneration will be paid by London TravelWatch direct to your bank account by bank credit transfer normally on the final working day of each month.
- 6. Any payments which need to be calculated on a daily rate, such as where appointment commences or terminates during a month, will be based on 1/260th of annual basic remuneration.
- 7. The appointment is as an office holder and you are not an employee of London TravelWatch. You are not entitled to the rights and benefits which would accrue to an employee; such rights and benefits would include but are not limited to, the right to claim holiday entitlement, remunerated sick leave and maternity/paternity leave.

Ending the appointment

- 8. The appointment is subject to immediate termination before the end of the 4-year period if you:
 - a) have become bankrupt or have made an arrangement with her creditors; or
 - b) are incapacitated by mental or physical illness; or
 - c) have been absent from meetings for a period of 6 months otherwise than for reasons approved by London Assembly; or
 - d) have been appointed a member of Transport for London; or
 - e) have been appointed a member of staff of Transport for London; or
 - f) have been appointed a member of staff of the Greater London Authority; or
 - g) have been elected to the London Assembly.

9. The appointment is also subject to termination before the end of the 4-year period if the London Assembly has determined that your continued membership of London TravelWatch would bring that office into disrepute and that your appointment should be terminated.
10. The London Assembly also reserves the right and you have the right to terminate the appointment before the end of the 4-year period on 3 months notice in writing.
11. The London Assembly will undertake a probationary assessment six months after the beginning of your appointment. After this period you will have an annual appraisal undertaken by such members of the Transport Committee of the London Assembly as that Committee shall decide. The Transport Committee may terminate your appointment if it concludes that you do not meet the required standard at the end of your probationary period or you receive a poor performance appraisal.
12. You will be required to take unpaid leave if you have taken formal procedural steps to stand for election to the House of Commons, the European Parliament or the London Assembly.

Grievance procedure

13. In the event of a grievance against a member of London TravelWatch appointed by the Assembly (including the Chair), the person should in the first instance complain to the Chief Executive of London TravelWatch, who will try to resolve the matter informally. If this is not possible, the Chief Executive will then refer the matter to the Greater London Authority's (GLA) Liaison Officer who will arrange for the grievance to be investigated, possibly by an independent person. The investigation report will be presented to the GLA's Executive Director of Secretariat who, being an officer that works for the Assembly, will determine the grievance after a hearing.
14. The complainant would have the right to appeal the outcome of the GLA's Executive Director of Secretariat's determination of the grievance by complaining to the Transport Committee. A panel of members of Transport Committee would hear and determine the appeal, and the panel's decision will be final.
15. In the case of a grievance raised by the Chief Executive this will be dealt with in accordance with the provisions above, but should be referred to the GLA's Liaison Officer in the first instance.

Other financial interests

16. The London Assembly needs to be satisfied that you have no financial or other interests which might prejudice the your performance as Chair. You must list with London TravelWatch, for inspection as required by the London Assembly, any directorships or other offices held by you during the period of your appointment and the names of any companies in which you hold any shareholdings or other beneficial interests during the period of appointment.
17. You hereby undertake to
 - (a) seek the London Assembly's approval if you wish to assume any further directorships or offices at any time during the period of your appointment,
 - (b) keep the London Assembly advised of any fresh acquisitions of shares or other beneficial interests,

(c) abide by any Guidance for Members of London TravelWatch which is issued either by London TravelWatch or the London Assembly.

Gifts

18. You are expected to ensure that acceptance of gifts and hospitality can stand up to public scrutiny. Gifts should be declined wherever possible, and any offers should be reported to the Chief Executive. Where it would be ungracious or otherwise difficult to accept, you should inform the Chief Executive of the gift, the estimated value and donor. You must take personal responsibility to ensure that a record is placed in the hospitality register of London TravelWatch which is kept by the Chief Executive of London TravelWatch (or such other officer as the Chief Executive may so designate). Similarly acceptance of hospitality, other than refreshments during working meetings, should be recorded in the hospitality register.

February 2017

Area covered by London TravelWatch

