



CANDIDATE PACK FOR DEPUTY CHAIR AND TWO BOARD MEMBERS

LONDON
TRAVELWATCH



WELCOME

Thank you for your interest in becoming a Board Member of London TravelWatch, London's statutory, independent transport watchdog. We are proud to champion the interests of London's travelling public – whether using transport services, driving, cycling, walking, or wheeling – as we work to deliver practical, positive improvements to the experience of those travelling in and around London.

We are independent from transport operators, and are sponsored and funded by the London Assembly, part of the Greater London Authority, who also appoint our Board members. In addition to our important policy, research, and campaigning work, we are also the appeals body for complaints made about Transport for London, Eurostar, and some rail companies.

If you live or work in London, you will know that transport in London is essential to your quality of life. It's one of the things you talk about with your friends and family and can make the difference for you between a good day and a bad day. In London TravelWatch our mission is to ensure that London's transport offer meets the needs of everyone who depends on it. That includes responding to the changing landscape – from new forms of transport, climate change, lifestyle changes such as hybrid working, or wider pressures on the cost of living.

I'm excited and optimistic about our role. I've been leading our Board at a time when the reputation of London TravelWatch for authoritative, evidence-based advocacy has never been stronger. The work to reform the railway industry, including in and around London, is giving us new opportunities to champion the interests of users. Our small and extremely committed team is more determined than ever to make things happen – through evidence, advocacy and deep partnership working – including with our close colleagues in the national Transport Focus organisation.

Our Deputy Chair and two new Board Members will play a vital role in helping us achieve our goals. We are looking for three great people who can help us continue our important work and steer our organisation forward with even greater impact. Could that be you? Are you someone who lives in or around London and regularly uses its transport system? Can you bring lived experience of how transport shapes quality of life in and around London? Are you comfortable operating in a complex political environment? Do you have direct expertise in using analysis and campaigning to achieve positive change?

We welcome applications from candidates with a wide range of backgrounds, interests, and career histories. We will particularly welcome interest from the rising generations who travel across the London TravelWatch area. If you believe you have the background, experience and personal qualities needed, we would be delighted to hear from you.

With best wishes,

Tricia Hayes
Chair

ABOUT US

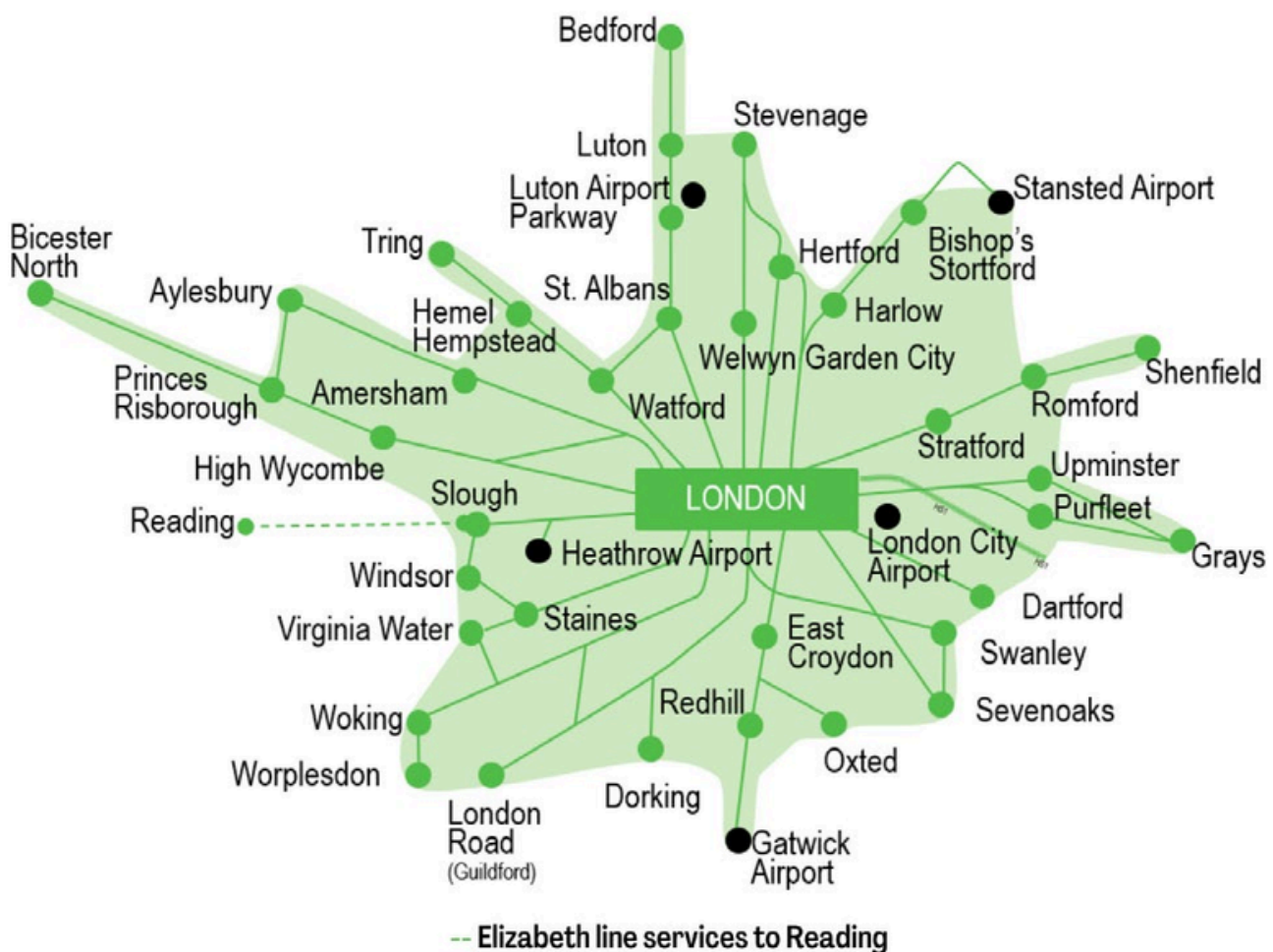
London TravelWatch is a vital part of the ecosystem of London, representing the interests of all who travel around the city and surrounding commuter belt as the city's independent statutory transport watchdog.

We have a long history of advocating and campaigning on behalf of the public to improve the travelling experiences of people who move around the capital.

Our high-quality research and evidence-based approach is key in influencing and informing the decisions of those responsible for running London's transport systems, calling out issues that Londoners let us know about, and our campaign work such as our #FreeTheBus, #DigitalExclusion and #PersonalSecurity campaigns. You can [read more about our successes in recent years here](#).

We're also the appeals body for complaints made about bus, tube, rail, and other transport services in and around London. On appeals, we work closely with the Rail Ombudsman who handle appeals for most rail companies in the country and deal with appeals that don't fall within their remit.

The geographical area we are responsible for can be found below:



ROLE DESCRIPTION

Role title: Deputy Chair and Board Members

Reports to: Chair

ROLE PURPOSE:

The Board Member role: Under the Chair's leadership, and with the Executive, you will help drive London TravelWatch's response to major transport challenges and develop its role as the capital's foremost transport user champion, representing the interests of all of London's travelling public.

The Deputy Chair role: As above with additional direct support to the Chair, as leader of the Board, which will include the sharing of some board leadership and development duties and responsibilities. The Deputy Chair role should have experience of operating at Board level, and ideally in a leadership role eg as a Committee Chair. Please note that the role requires an additional time commitment of 6 days per year.

MAIN RESPONSIBILITIES:

- To help set the organisation's strategic objectives and priorities; and to oversee the performance of the Executive in implementing these.
- For the Deputy Chair to support the Chair specifically in the Board's overall leadership and development, including adherence to the highest standards of governance and the management of board business.
- To oversee, and contribute to, the London TravelWatch work in the following areas:
 - Creating and communicating a powerful evidence base on the issues of most importance to transport users in London.
 - Working with operators to ensure that transport systems meet the needs of all users, especially those who are vulnerable or whose needs are overlooked.
 - Acting as an appeals body for users dissatisfied with the handling of a complaint made to a transport operator.
 - Ensuring that the resources of London TravelWatch are effectively managed by the Executive.
- To help drive London TravelWatch work in developing partnerships with other organisations, including Transport Focus.

GENERAL EXPECTATIONS:

Board members are expected to be well informed, (building on both personal experiences and networks, as well as reading documents from a variety of sources), to respond to internal and key external consultation processes, be able to work on-line and to keep up to date through periodic training including attendance at seminars/conferences. In line with guidance on the role of those in public positions, members are expected to demonstrate selflessness, integrity, objectivity, accountability, openness, honesty, and leadership.



PERSON SPECIFICATION

Please note that we are looking for candidates who use services regularly within the LTW area – and are ideally living within it. A map has been provided.

KNOWLEDGE AND EXPERIENCE

We would like you to offer:

- a clear understanding of the issues facing the London travelling public, either from your role, your personal experience, or both (though please note that current employees of operators of transport service in London cannot apply);
- a strategic outlook, with the ability to contribute towards the creation of our future strategy and business plans;
- an ability to provide support, insight and constructive challenge to ensure that London TravelWatch delivers its objectives and maximises its impact;
- excellent interpersonal and influencing skills supporting powerful relationships both within the Board and with external stakeholders, including political stakeholders, and
- experience in good governance, through operating successfully at Board level and, for our Deputy Chair, ideally in a leadership capacity (eg as a Deputy Chair or Committee Chair).



TERMS OF APPOINTMENT

REMUNERATION

All roles attract circa £5,000 per annum, which is reviewed regularly. For the Deputy Chair remuneration will be circa £8000 reflecting the additional time and leadership commitment.

LENGTH OF APPOINTMENT

Board Members are appointed for a term of 4 years.

LOCATION & TIME COMMITMENT

The time commitment for all roles is around two days per month, including attending formal board meetings. The Deputy Chair will be expected to undertake an additional six days per year.

There are six formal Board meetings per year, and each meeting is for around three hours duration. Three of these are open to the public.

Board meetings are normally held at the London TravelWatch offices at Europoint, 5-11 Lavington Street, London, SE1 0NZ.

In addition, you will be required to attend a joint Transport Focus - London TravelWatch Board meeting which is normally held once a year.

Physical attendance is preferred for Board meetings though virtual attendance is also possible by exception.

Your own base

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HOW TO APPLY

We hope you will consider making an application. If you have questions about the appointment and would find it helpful to have an informal conversation, please contact Szymon.Podgorski@starfishsearch.com and we will be happy to arrange a call. To make an application for this appointment, please go to <https://starfishsearch.com/jobs/vice-chair-and-2-board-members-ltw> and click on the apply now button, with the following prepared:

- Your CV (no more than three sides).
- A supporting statement (no more than two sides) that sets out why you think this role is the right move for you and how you meet the person specification.
- Please also state clearly which role you are applying for: Board Member or Deputy Chair.

If you have a disability and identify any barriers in the role description or person specification, please tell us. We would also be grateful if you would also complete the Equality and Diversity monitoring form on the online application process. This form is for monitoring purposes only and is not treated as part of your application. The closing date for applications is: Friday 11th September 2026

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Preliminary interviews: Late September / first week of October 2026 (online)

Final Panel interviews: Monday 2nd November 2026 (in person in London)