

CANDIDATE PACK FOR

CHIEF EXECUTIVE OFFICER

LONDON TRAVELWATCH

Starfish

WELCOME

Thank you for your interest in becoming Chief Executive of London TravelWatch, London's statutory, independent transport watchdog. We are proud to champion the interests of London's travelling public, whether they are using public transport, driving, cycling, walking or wheeling, and we work to deliver practical, positive improvements to their journeys in and around the capital.

We are independent of transport operators and are sponsored and funded by the London Assembly, part of the Greater London Authority. Alongside our policy, research and campaigning work, we are the appeals body for complaints about Transport for London, Eurostar and a number of rail companies.

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

I am excited and optimistic about the role we play. I have been leading our Board at a time when London TravelWatch's reputation for authoritative, evidence-based advocacy has never been stronger. Reform of the railway industry, the most significant in a generation, is opening up new opportunities for us to champion passengers in and around London. Our small and extremely committed team is more determined than ever to make things happen through evidence, advocacy and close partnership, not least with our colleagues at the national watchdog, Transport Focus.

Our Chief Executive will play a vital role in helping us achieve our ambitions. Following the highly successful tenure of Michael Roberts, we are seeking a compelling and ambitious leader to build on the solid foundations he has laid and lead the implementation of our new strategy.

This is a rare chance to lead a respected and well-established organisation at a pivotal moment. London TravelWatch is in a secure and stable position, with a clear strategy and a capable, supportive Board, giving our next Chief Executive an excellent platform from which to shape the next stage of our journey. Above all, the role offers a genuine chance to make a difference: ensuring that the voices of millions of transport users are heard, and that their experiences shape the decisions that affect them every day.

You will be a strategic thinker, able to spot emerging possibilities and translate them into successful delivery. You will bring a track record of partnership working and excellent stakeholder management skills, with the ability to operate effectively in a complex and politically charged environment. A keen awareness of London's transport system and an understanding of consumer advocacy and campaigning will be essential.

Internally, you will lead and develop a high-performing team, strengthening our capability and expertise so that we can achieve even greater impact and influence.

If you believe you have the background, experience and personal qualities we are looking for, I hope you will consider joining us. We would be delighted to hear from you.

With best wishes,

Tricia Hayes

Chair, London TravelWatch

ABOUT US

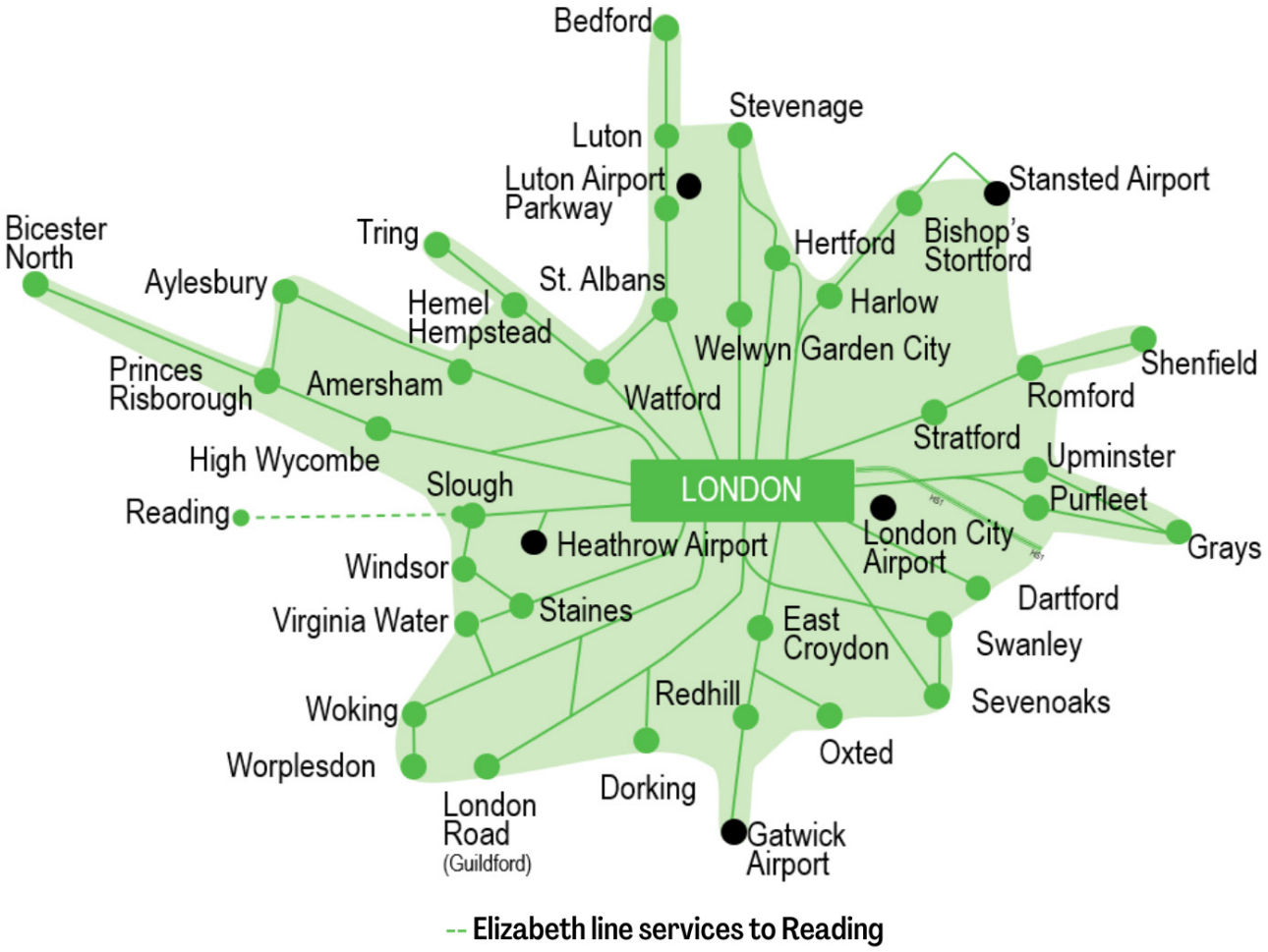
London TravelWatch is a vital part of the ecosystem of London, representing the interests of all who travel around the city and surrounding commuter belt as the city's independent statutory transport watchdog.

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

Job title:	**Chief Executive Officer**
Salary:	**circa £100,000, plus a generous civil service pension scheme equivalent to more than 20% employer contribution**
Reports to:	**London TravelWatch Board**
Staff managed:	**4 direct reports and overall team of 10**
Working Pattern:	**Hybrid 2 days a week onsite in London**
Finance responsibility:	**London TravelWatch budget: c£1.2m**

ROLE PURPOSE:

1. To make a difference for transport users in and around London by representing their views and planning, directing and co-ordinating the delivery of the work of London TravelWatch.
2. To use all our channels to advocate and influence local and national decision makers to achieve meaningful, impactful long-term improvements for consumers. To raise the profile and impact of London TravelWatch so that we are seen as the champion of transport users in the wider London area.
3. To be the lead advisor to the London TravelWatch Board, report to the London Assembly Transport Committee, to lead and develop the staff team, and to act as the accounting officer, managing financial and other resources in line with appropriate delegated authority.
4. Oversee an appeals service for transport users to bring forward complaints which have not been adequately addressed by transport service providers.

KEY TASKS AND RESPONSIBILITIES:

1. With the Chair and Board, to provide a clear strategic direction that helps London TravelWatch achieve its mission. To ensure that the organisation is structured to meet its goals, and staff are motivated and developed and operate in a coordinated and collaborative way.
2. To lead and develop LTW's relationship with the Transport Committee of the London Assembly, ensuring that we are responsive as well as proactive; that the Memorandum of Understanding is adhered to and that Assembly Members and their staff appreciate and are satisfied with the team's performance and support.
3. To be the principal spokesperson for London TravelWatch, engaging with the media, building external relationships and becoming known as the voice of the organisation. To develop communication and public affairs strategy working with the communications team.
4. To develop relationships with key stakeholders and opinion formers. To ensure that channels of influence remain open and productive, and that we are seen as problem solvers and drivers of change on behalf of London's travelling public.
5. To lead the development of LTW's three-year strategy and annual business plan, ensuring a mix of strategic ambition and major campaigns with longer term focus on the delivery of core business, to achieve meaningful, effective long-term improvements for consumers.
6. To ensure that we handle complaints and appeals effectively and that the policy implications arising from casework are integrated effectively into our forward strategy and plans, working with the casework team.
7. To operate as accounting officer and help prepare the London TravelWatch budget and to ensure that London TravelWatch has sound financial management and accounts effectively for its activity and outputs.
8. To lead and evolve LTW's partnership with Transport Focus, especially as new roles and responsibilities are created through rail reform.
9. To explore new avenues to modernise the service provided using new tools including AI and increasing digital interaction with a view to reaching new audiences.

PERSON SPECIFICATION

ESSENTIAL COMPETENCIES:

Strategic leadership and organisational direction

- Ability to set a clear strategic course, lead and develop diverse teams and build a high performing, accountable organisation.

Consumer advocacy

- Strong commitment to transport user needs, with an understanding of how consumer organisations give their customers a voice and advocacy on issues which affect them.

Expertise in public policy development

- Broad understanding of how public policy is developed and put into practice. Proven ability to navigate complex political and transport landscapes, build senior relationships, understand stakeholder agendas, and secure change through evidence-based insight.

Planning, delivery and resource management

- Track record of planning and delivering programmes of work — deploying people and financial resources effectively in support of organisational goals.

Communications and stakeholder management skills

- Effective spokesperson with strong influencing skills able to communicate clearly and convincingly in public debate, media, and political forums.

Personal resilience

- Ability to work to manage competing pressures, meet tight deadlines and cope well under pressure.

DESIRABLE COMPETENCIES:

Sectoral expertise

- Experience in transport or related sectors, with a strong understanding of the factors shaping the performance and development of transport networks.

Board Level engagement and governance awareness

- Experience working with or advising a Board, ensuring transparency, good governance and effective decision making.



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 joe.joyce@starfishsearch.com. To make an application for this appointment, please go to: https://starfishsearch.com/jobs/ltw-chief-executive 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.

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.

RECRUITMENT TIMETABLE

Closing date:	**Thursday 10th December 2026**
Preliminary interviews:	**w/c 4th January 2027 (online)**
Final Panel interviews:	**Friday 29th January 2027 (in person, in London)**

