

Job Title: Researcher Purpose: To carry out passenger surveys and collect various sets of other data relating to the use of public transport within Tyne and Wear. Safety Rating: Not Safety Related	
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Remuneration: Salary Band 2

1. **Principal areas of responsibility**

- 1.1 Use handheld terminals to accurately record data obtained when carrying out passenger surveys on board all methods of public transport within Tyne & Wear (Metro, bus, rail and ferry).
- 1.2 More qualitative in depth work such as passenger satisfaction interviews. Carry out a range of other data collection and observation work, such as passenger counts, timing checks, quality checks and other similar tasks that may arise.
- 1.3 Work in various locations throughout Tyne & Wear throughout the whole year, both on board public transport and outside, for example, in and around stops or stations. Work may also be carried out at other suitable locations such as high streets, shopping malls or specific locations to monitor flows of people or traffic.
- 1.4 Work on a pre-defined shift rota, carrying out duties on weekdays and weekends, throughout the hours that public transport operates.
- 1.5 Carry out other data collection or input work that may be required by the section.

2. **Dimensions**

2.1 **Communications**

- 2.1.1 The public facing role requires a polite, friendly and courteous approach, focused upon customer service.
- 2.1.2 Excellent verbal communication, questioning and listening skills.
- 2.1.3 Build and maintain effective working relationships with office staff. Including a conscientious approach to reporting relevant information to the office.

2.2 **Decision Making & Problem Solving**

- 2.2.1 Flexible and reliable attitude to work, with good time keeping skills.

2.3 **Initiative & Independence**

- 2.3.1 Will be required to use initiative, particularly when public transport is not operating according to timetable or when responding to passengers.
- 2.3.2 Able to work alone and as part of a team.

2.4 Resources

- 2.4.1 Recognise the importance of the researcher function in providing accurate and timely information to the organisation.
- 2.4.2 Ability to use a handheld electronic machine, to record data accurately.

2.5 People

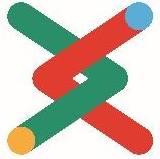
- 2.5.1 No responsibility for people.

2.6 Health & Safety

- 2.6.1 Ensuring compliance with all relevant company health and safety standards and policies.

3. Statutory Duties

- 3.1 Responsible for the carrying out a variety of specified research duties, where a large proportion will be customer facing and recording data accurately.
- 3.2 Act with professionalism and integrity at all times, remaining friendly, polite and approachable to all members of the public, portraying a positive image for the section and the organisation.

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Job Title	Researcher
Job Evaluation date	
Grade	Band 2
Compiled by	
Validated by	

Document Change Log: Summary of document changes			
Date	Version	By	Summary of Changes

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