

A close-up photograph of a Black man, a Southeastern Trains conductor, smiling warmly. He is wearing a dark blue beanie with the 'se' logo, a blue jacket with a high-visibility yellow safety vest over it, and a name tag. His hands are clasped in front of him. The background is a blurred train station with warm, out-of-focus lights.

Conductor

Southeastern Trains

southeastern

# Conductor

## Have a read and then apply!

Thank you for your interest in this role. This pack covers the key information and some insights. Please have a read and if you have any questions please contact [careers@southeasternrailway.co.uk](mailto:careers@southeasternrailway.co.uk)

- **The opportunity – what you need to know**
  - What is the job about?
  - Where will I work?
  - Is it for me?
  - Do I need railway experience?
- **About the company – what you need to know about SE**
  - The standard blurb
  - What it is really like
  - Videos – business plan & our people
- **The Recruitment Process**
  - Submitting an application
  - The assessment process & reasonable adjustments
  - The interview and medical
  - Starting with us and the talent pool process
  - Summary job description
  - The small print - salary and benefits

# The opportunity – what you need to know



southeastern

# The opportunity

## What you need to know

### Where will I work?

**Conductors are based at the following depots:**

**Ramsgate**

**Dover**

**Ashford**

**Faversham**

**Gillingham**

**Tonbridge**

**Hastings**

### What is the job about?

The role of Conductor is an important one, not just for our Customers in terms of safety and providing an excellent passenger experience but for our Southeastern colleagues in other roles too.

You will be performing safety critical duties such as ensuring the doors are secured and dispatching the train at some stations to liaising and supporting the driver when disruption or emergency situations arise.

Reporting incidents and fair evasion using our in-house app to ensure that our revenue and enforcement teams have the intelligence they need to make sure patrols are in the right places at the right times to support you in your role.

Most importantly you will be providing a service to our passengers that leaves them feeling they have had the best possible experience on board our service. You will be, of course, checking tickets and ensuring people have the correct ticket to travel or assisting them to purchase the best value ticket for their individual needs. It is in times of disruption or when an emergency situation has taken place that our passengers really rely on our Conductors to take control and communicate both face to face and via announcements. This is key to ensuring our passengers remain calm and safe.

When disruption occurs it often leaves our passengers frustrated and angry, they may miss an important appointment time or be late to work. Whilst this is outside of your control and something you cannot directly remedy you will have the communication and problem solving skills to be able to listen to the passengers needs and to give them the best possible experience in the circumstances; whether that be a genuine apology and acknowledgement of their situation or helping them make contact with someone or ensuring a taxi is waiting at their destination for their onward journey. You have the ability to really turn negative and disappointing experiences in to the best possible service in the situation. Much of our customer praise is born out of our strong ability to deal with negative scenarios outside our control.

It is a challenging job but if you are the right person you will be filled with excitement at the thought of the aspects of this role, especially dealing with our Passengers and providing a great service!

# The opportunity

## What you need to know

### Do I need railway experience?

You do not need railway experience for this position. We are looking for people who are able to work independently, able to remain calm under pressure, make sound and practical decisions, adhere to strict safety rules and procedures and are able to communicate effectively with a diverse range of people.

In your application you will be able to demonstrate the above using your previous work and life experiences.

### Is it for me?

You will work a varied shift pattern, which includes weekends, bank holidays and nights.

You may be required to start work before the first train in the morning and some shifts will mean you will finish after the last train has dispatched for the evening – so ideally you will have your own transport to get to and from your place of work.

You must:

- Live within a 15 miles of the Depot you are applying for - this important to ensure that there is adequate rest between shifts and that your journeys to and from work are as safe as possible.
- Be over 18 years old

# About the company – what you need to know about SE



southeastern

# The company

## What you need to know about Southeastern

**We welcome and encourage applications from people of all backgrounds.**

**We want a workforce as diverse as the communities we serve and for you to meet our people as part of the process.**

## The standard blurb...

Southeastern is one of the busiest commuter rail companies in the UK running more than 2,000 trains, and carrying nearly ~~600,000~~\* passengers every day between London, Kent and East Sussex.

Just over 4,500 employees - mostly from the communities that we serve - work together to provide this vital service and we are looking to expand our successful team. We have a strong set of values that shape the way we run our business and guide our staff in delivering what our customers need. These are:

- We aim to be the best
- We make the difference together
- We care passionately about our people and our passengers

Southeastern are proud to work with some fantastic organisations and our recent accreditations are part of our journey to becoming an even better place to work. We continue to work across the industry and forge closer working with Network Rail

\*now nearer 470,000 ... The pandemic continues to affect how we all work and travel!

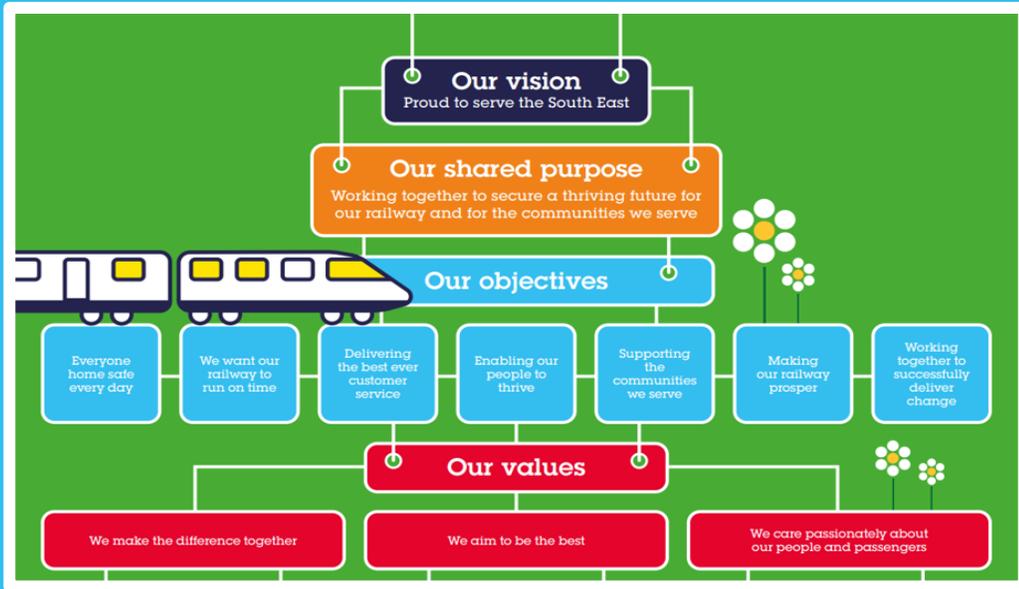
# The company

## What you should really know about working at Southeastern

- Winner of Rail Business of the Year 2023 as well as being highly commended in both the Diversity and Inclusion and the Wellbeing in Rail categories
- Ranked as part of the 5% club in the Apprenticeships Top 100 Employers 2022. The country's most outstanding apprenticeship employers for 2022 were recognised for their vital work boosting career opportunities for more people
- Currently seeking assessment against the Investors in People 'We Invest in Apprentices' accreditation and already hold Gold accreditation against the other two IiP Standards: We Invest in People and We invest in Wellbeing
- Financial Times Diversity Leaders ranking for 2023 comprising 850 companies across Europe seen to do more than just talk about their commitment to diversity and inclusion taking action to promote change and create an inclusive environment
- Named in The Sun's Top 8 menopause-friendly employers (in 2022)
- Won the Women in Rail Top Employer award in both 2020 and 2022



Hear more about the business plan, a review of 2022 and views from our people



# 2022

## What a year

In their **own words**

# The Recruitment Process

Our recruitment process consists of 4 stages, these are:

- Submitting an application
- Sitting an online test
- Sitting an assessment
- Sitting an interview
- Attending a medical



# Submitting an application

All applications are submitted online via our Careers website. The fact you are reading this pack means you must have found it!

On average, we have 1000 applications a month across all of our roles, so it is crucial that you put as much time and effort in as possible to give yourself the best chance of succeeding!

## Hints and tips



Make sure that you research us! We want to know why you want to join us specifically and what interests you about our company and the role. Look at our website, look at our social media accounts or even speak to a member of the team before applying to learn more about us!



Check your spelling and grammar! Make sure that you proof-read your answers and that you are happy they make sense before submitting them. We understand that spelling and grammar isn't everyone's strong suit, so if you are not sure, type your answer into a word document first and use the checking tool before submitting. DO NOT be tempted to use AI, we will know!

“There was this specific time...”

Make sure to give examples that showcase your suitability for the role! You will be asked to give an example of a specific occasion when you have dealt with a certain situation. Be sure to think of **ONE** specific incident and do not be generic and then give us as much detail as possible as to what **YOU** did in this situation. We want to hear about **YOUR** experiences.

# The Assessment Process and Reasonable Adjustments

Once you have submitted your application, it will be screened by a member of the recruitment team and if successful, you will be invited to the next stage of the process which is the assessment stage.

## Assessment types

There are 3 types of assessment that you may be invited to depending on the role you have applied for and for some roles, there may be a combination of assessments. The types of assessment you may be required to sit are:

- Online tests – For most of our roles, we send you a link to complete these at home. You will need to complete these on a laptop or computer and these tests are designed to assess your core skills that are required for the role.
- Online assessment – For certain roles, we may invite you to an online assessment via Microsoft Teams. Here we will ask you some questions and ask you to give some examples of skills that are relevant for the role you have applied for.
- Face to face assessment – For many of our roles, there is a face-to-face assessment. You will be invited to attend our Recruitment & Training Centre to sit some pen and paper tests and maybe a role play scenario to test your skills that are relevant for the role.

**DON'T WORRY THOUGH! FOR ALL OF THE ASSESSMENTS YOU SIT, WE SEND YOU SOME PRACTICE MATERIAL AND/OR HINTS AND TIPS TO HELP YOU PREPARE!**

## Reasonable adjustments

Here at Southeastern we are proud to be an inclusive Employer and this means we will do whatever we can to ensure that everyone has the same opportunity to succeed throughout our recruitment process. Therefore, we are able to offer a number of reasonable adjustments for those that need it. This can range from additional time being added to both online and face-to-face tests, coming in to sit face-to-face equivalent tests if you do not have access to a computer or we can look to arrange 1-2-1 assessment days or ensure you have the support of a Reader. You will be asked throughout the recruitment process if you require any reasonable adjustment, so please make us aware so we can support your application in any way we can.

# The Interview and Medical

If you successfully pass the assessment stage of the process, you will then be invited to an interview with the relevant Hiring Manager.

## Interview

Here at Southeastern, we conduct what are known as “competency based interviews”. This means all the questions you are asked are there to assess whether you showcase the right skills and experiences required for the role. This will include asking for examples of when you have dealt with certain situations relevant to the role, so make sure you have some examples ready to go!

Every candidate who goes for the same role is asked exactly the same questions and marked using the same criteria to ensure fairness. For Management level roles, the interview may also include a presentation which you will be sent details through for with plenty of notice to complete! Most interviews last between 1 hour and 1 hour 30 minutes and will be face-to-face, however on occasion they are able to be via Teams. As with every stage of our recruitment process, we will offer any reasonable adjustment we can for the interview to ensure that everyone gets the same opportunity to succeed.

## Medical

If you successfully pass the interview stage, all employees are subject to passing a medical before a formal offer can be made. These medicals vary slightly depending on the role, but mainly fall into 2 categories:

- Safety Critical Medical – For any role that includes working near or on the tracks or where you are required to assist in the dispatch of Trains, you will sit a safety critical medical. Here you will have a vision and hearing test as well as a drugs and alcohol screening.
- Non-Safety Critical Medical – If the role does not require a safety element to it, then you will be sent a medical questionnaire to fill in and then sent for a drugs and alcohol screening.

**DON'T WORRY, THE MEDICAL IS NOT SCARY AND IS NON-INVASIVE!**

# Starting with us and the Talent Pool Process

## Starting with us

Once you have passed the medical, we would then look to make the formal offer to you!

For our frontline and operational roles, we offer full training and will look to get you started on our soonest available training course for the role you have been successful at. These courses normally run either once a month or once every 3 months depending on the role.

Your training will last between 4 weeks and 12 weeks, depending on the position, but don't worry you are paid from the day you start with us!

## The Talent Pool

Sometimes it may be the case that when you have been successful throughout the recruitment process, there is not a role available straight away for you, but don't worry!

If this is the case, then we place you into what we call our "talent pool". This means when the next available role comes up in your location, if your name is the next person on the list – this is decided by who has been waiting the longest, we call you and offer you the job. As you have already gone through all the recruitment process, we can normally go straight to formal offer and look to get you started as soon as possible!

# The small print ....

## The benefits

Southeastern recognises the value of every individual employee and offers benefits that reflect this. As well as a **generous salary**, we offer a **comprehensive benefits package** which includes;

- A Contributory Final Salary Pension Scheme
- Free rail travel on Southeastern and GTR rail services (extends to family members for leisure/educational travel)
- After a qualifying period, reduced rate travel on other train operators, including European services
- 30 days annual leave entitlement (which includes bank holidays)
- Access to an array of discounts for retail and leisure products through our benefits scheme.
- Family friendly benefits including enhanced maternity/paternity leave, parental leave and carers leave.
- Full training, a nationally recognised qualification and free uniform

## The rules bit ...

If you have been unsuccessful in the recruitment process for the same/similar position you will not be eligible to apply for a period of 6 months from that date

All offers of employment are subject to us obtaining satisfactory references (covering all education, training, employment and unemployment in the preceding 5 years and any previous railway employment). We will also complete right to work in the UK and criminal record checks. This is to ensure we are employing the best person for the role and to protect our customers, colleagues and our reputation. There will also be a pre-employment medical. We are unable to offer sponsorship to work in the UK.

SOUTHEASTERN is owned by SE Trains Ltd, a subsidiary of the Department for Transport's public sector owning group, 'DOHL.' DOHL has responsibility for three rail companies, LNER, Northern Trains Limited and SE Trains.

**southeastern**



**Thank you!**

**The Southeastern Recruitment Team**

**Thank you**