



southeastern

Customer Experience Director

2026

Every journey means something

Passengers remember how a journey made them feel more than they remember the timetable. At South Eastern Railway, you would be the person in charge of that feeling, right as the whole industry transforms around it.

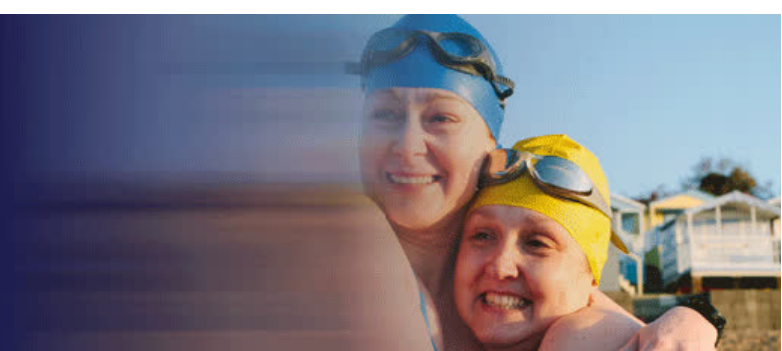
We're a year into integration with Network Rail's Kent Route, and a year away from Great British Railways. That's not a backdrop to this role; it's the opportunity.

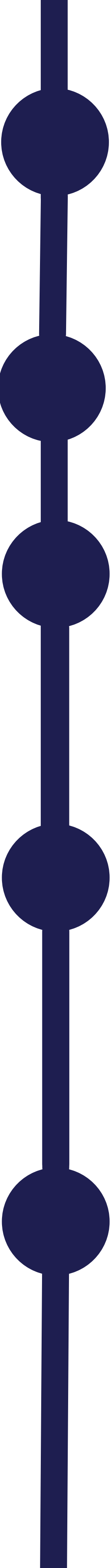
As Customer Experience Director, you'd lead from the front at exactly the moment the industry resets, with the customer at the centre of what GBR becomes.

Your ways of working

- You'll think 'What if?'
- You'll show you care
- You'll make great things happen

Can you move people?





What are we looking for?

You'll bring out the best in people

Leading and inspire a multidisciplinary senior leadership team across Onboard & Revenue, Stations, Facilities and Customer Experience, building a high-performing culture through talent development, succession planning and colleague engagement.

You'll be the voice of the customer

Owning the customer perspective at Executive level, using insight to shape strategy, improve accessibility and deliver stronger satisfaction, advocacy and trust, making sure the customer is at the heart of decision making.

You'll see the bigger picture

Owning and delivering South Eastern Railway's Customer Experience strategy, looking beyond today's challenges to shape what great customer experience can look like in the future.

You'll champion innovation and change, while understanding the wider business drivers and strategic challenges facing the railway.

You'll turn strategy into action

Leading safe, efficient and customer-focused operations, balancing customer, operational and commercial priorities to deliver results and drive continuous improvement.

You'll ensure strong governance and accountability across customer-facing teams, meeting regulatory and industry standards while keeping safety and commercial performance front of mind.

You'll bring people with you

Building strong relationships across South Eastern Railway, Network Rail and the wider rail industry, representing South Eastern Railway externally and working with customers, government, unions and key stakeholders to improve performance, safety and customer outcomes.

You'll play an active role in senior negotiations around pay and conditions, building trust and bringing people with you through change.

Is this for you? The context

You could follow the way things have always been done. Or you could think ‘[What if?](#)’, challenge the status quo and shape a better experience for our customers, people and railway.

A railway leading the way

We’re the first integrated railway, working with Network Rail’s Kent Route to create a better railway for our customers and communities.

You’ll play a key role in shaping how we work together and leading through the transformation ahead.

A complex, highly unionised environment

You’ll lead a large, multi-site operation, balancing customer, operational and commercial priorities without compromising safety.

Experience of working in a highly unionised environment and navigating complexity, challenge and change will be essential.

Could this be your next challenge?

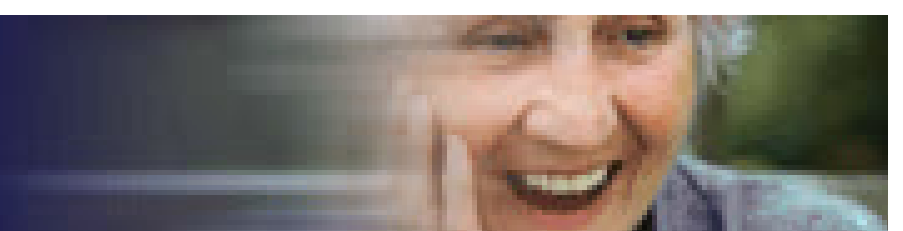
Rail experience, including knowledge of track, train, railway standards and regulations, would be valuable.

If you’re excited by the challenge of leading through change and creating a better experience for customers and communities, this could be for you.

Your authority

You’ll own South Eastern Railway’s Customer Experience strategic direction and manage your budget within delegated financial authority.

Can you move people?



What does visible leadership mean?

You can't hide behind a desk - you define our colleague and customer experience

Our colleagues deserve the best. You'll be visible, accessible and involved in the everyday moments that shape their experience, so they can make great things happen for our customers.

You don't have to be an extrovert, but you do need to be confident and persuasive.

If you prefer to sit on the sidelines, draft papers and respond when asked a specific technical question, then this role is not for you.

You can't hide behind a desk - you define our colleague and customer experience

Being a disruptor isn't easy. If it was, everyone would do it. But it's the driver of positive change that our colleagues and our industry need.

We'll have your back to help you make the biggest impact you can. There is a supportive and listening leadership structure which encourages innovation and change.



The application process

1

Introduce yourself and your skills

Our online application close on Friday 2 October 2026.

Don't be afraid to let your personality shine through and tell us how you'd make great things happen at Southeastern.

2

Invite secured

If we think you'll be a great fit, we'll invite you to a first round of interviews.

Our first round of interviews are expected to take place in mid-October.

3

Show us what you've got

As this is such an important role, we're going to do this recruitment a bit differently and involve our colleagues in your interview. The final stage will involve a presentation or a challenge for you to address.

4

You're in

Final selection expected in late October/early November.

If we're lucky enough to make you an offer as a great match for the role, that's when you'll know.

5

Hop on board - as soon as you can!

Salary

Competitive salary, to be discussed with shortlisted candidates progressing to interview

(Some) of the perks

A defined benefit scheme based on your final/ final average salary

Free rail travel
on Southeastern and GTR
services

75% discounted leisure travel
on all other train operators, including
European services

33 days + opportunity to purchase
additional leave

(including bank
holidays)

Family friendly benefits

including enhanced maternity/paternity, parental and
carers leave



About us

Southeastern is one of the busiest commuter rail companies in the UK.

We run train services into London from Kent and East Sussex:

- Operating over 1,700 trains a day
- Managing 165 stations across south-east London, Kent and East Sussex
- Carrying more than 500,000 passengers
- Serving 180 stations and covering 540 miles of track
- 399 trains
- Over 4,500 colleagues
- 140mph top speed on the UK's first domestic highspeed service

We have a clear approach to how we work.

- Think 'What if?'
- Show we care
- Make great things happen

Southeastern is proud to work with some fantastic organisations and our recent accreditations are part of our journey to becoming an even better place to work. [Find out more here.](#)

The rules bit

If you've been unsuccessful in the recruitment process for the same/similar position you will not be eligible to apply for a period of six 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 five 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. We are unable to offer sponsorship to work in the UK.

This post will close before the intended closing date should sufficient number of suitable applications be received. Therefore, if you are interested in applying for this role, we suggest that you do so at the earliest opportunity to avoid disappointment. We can't wait to hear from you.