

Railway Enforcement Officer  
(REO)

Southeastern Trains



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# Railway Enforcement Officer

## Have a read and then apply!

Thank you for 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)

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# The opportunity – what you need to know



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# The opportunity

## What you need to know

### Where will I work?

#### Our REO's work out of the below Depots:

- Dartford
- Orpington
- Tonbridge
- Sittingbourne
- Chatham
- Margate
- Hastings
- Ashford
- Snodland (mobile response unit, a driving licence is required for this Depot)

## What is the job about?

As a Railway Enforcement Officer (REO), your role will be to patrol trains and stations to ensure the security of our railway by reducing crime, anti-social behaviour and fare evasion. At times, you will find yourself working in partnership with Revenue Protection Officers and outside agencies to carry out your duties such as large-scale ticketing checks at stations. Working in a team, you'll have supportive colleagues and a large number of passengers to deal with in a courteous manner.

You will be called to incidents that will involve dealing with varying levels of anti-social behaviour as well as dealing with trespassers and also the vulnerable. This can include both verbal abuse and on occasion physical abuse towards other staff members, our passengers and also directly to yourself.

No two days will ever be the same, where one moment you could be dispersing loiterers and trouble-makers outside our stations and the next you could be offering support to a vulnerable individual who is potentially looking to use the railway as a way to end their life or simply be a friendly, approachable face that passengers can ask for help and support about their daily journey.

You will be given full conflict management and physical intervention training as part of your 8-week training programme, which includes being enrolled in a nationally recognised Passenger Services Apprenticeship Programme and will be taught an array of penalty fares and fines for you to use at your disposal to assist in your enforcement of the laws and by-laws of the railway. Other duties will include but not be limited to:

- Undertaking minor crime investigations by seizing and preserving evidence and taking crime reports and statements.
- Carrying out large scale ticket checking blocks at Stations
- Dealing with anti-social behaviour
- Reducing crime and ensuring the security of our passengers on the network
- Complying with all company standards and

# The opportunity

## What you need to know

### Do I need railway experience?

No! You do not need rail experience for the REO role. We are looking for candidates that have ideally come from an enforcement background such as the Police, Prison Service or Civil Enforcement or from people who are able to demonstrate in their application that they have the experience and ability to de-escalate confrontational situations in a professional and efficient way.

### Is it for me?

You will work a varied shift pattern that will include weekends, bank holidays and nights. Applicants not living locally to the advertised depot are strongly recommended to have their own transport to enable them to meet the shifts requirements. You may be required to start work as early as 0600 hrs and finish as late as 0200 hrs. Your working rota will be 1 week of early shifts and 3 weeks of late shifts.

Candidate are required to live **no more than 45 minutes commute** to their Depot to ensure that there is adequate rest time between shifts.

As this role includes some powers that are similar to the British Transport Police, you will be vetted by the British Transport Police. This is NPPV Level 2 vetting and as part of this process, candidates will be required to demonstrate they have been a UK resident for a minimum of 3 years.

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



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# 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!

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# 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 Employees 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



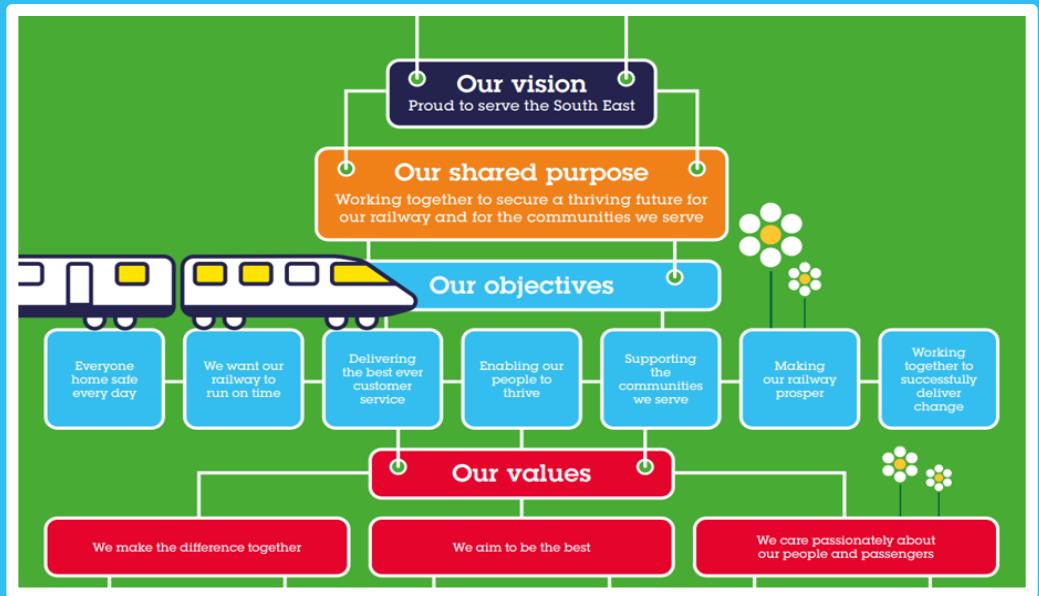
**INVESTORS IN PEOPLE®**  
We invest in wellbeing Gold

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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 assessment
- Sitting an interview
- Attending a medical



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# 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!



“There was this specific time...”

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.

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 quite 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;

- COPY THIS FROM SPECIFIC ROLE AS THEY VARY SLIGHTLY

## 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.



**Thank you!**

**The Southeastern Recruitment Team**

**Thank you**