



Customer Service Opportunities

Southeastern Trains

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# Customer Service Advisor

**Have a read and then apply!**

Thank you for showing 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)

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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 Customer Service Advisors work at our stations across the Southeastern network. We are looking for passionate individuals who express enthusiasm in improving our passengers' experience, to be based at our Kent stations, including locations like Gillingham, Tonbridge, Ashford, Ramsgate and lots more.**

**There may even be part time opportunities, so keep an eye on our website!**

### What is the job about?

This customer facing role involves all aspects of customer service, ensuring our passengers always have the most up to date and accurate information, and pro-actively assisting with all passenger queries. A Customer Service Advisor is visible at all times to our passengers, maintaining a safe environment for everyone, in addition to carrying out the vital duties required for the on time running of our railway.

Key responsibilities that come with this role include (but not limited to) the safe dispatching of our trains, protecting company revenue through checking tickets, and providing extra assistance when required. Our Customer Service Advisors are there to make our passengers feel happy and confident when travelling on our railway.

# The opportunity

## What you need to know

### Do I need railway experience?

Railway experience would be great, but it is not essential. You will be given full vocational training to ensure you have the skills, experience and knowledge required for the Customer Service role.

### Is it for me?

We are looking for pro-active individuals who have a passion for helping others – people that are welcoming and accommodating no matter how big or small a query is. We would love to see experience and skills of excellent customer service, with a natural ability to communicate effectively with all levels. The ideal candidate will be able to work calmly under pressure and deal with difficult customers, whilst collaboratively working as part of a team, with a ‘can do’ attitude.

# 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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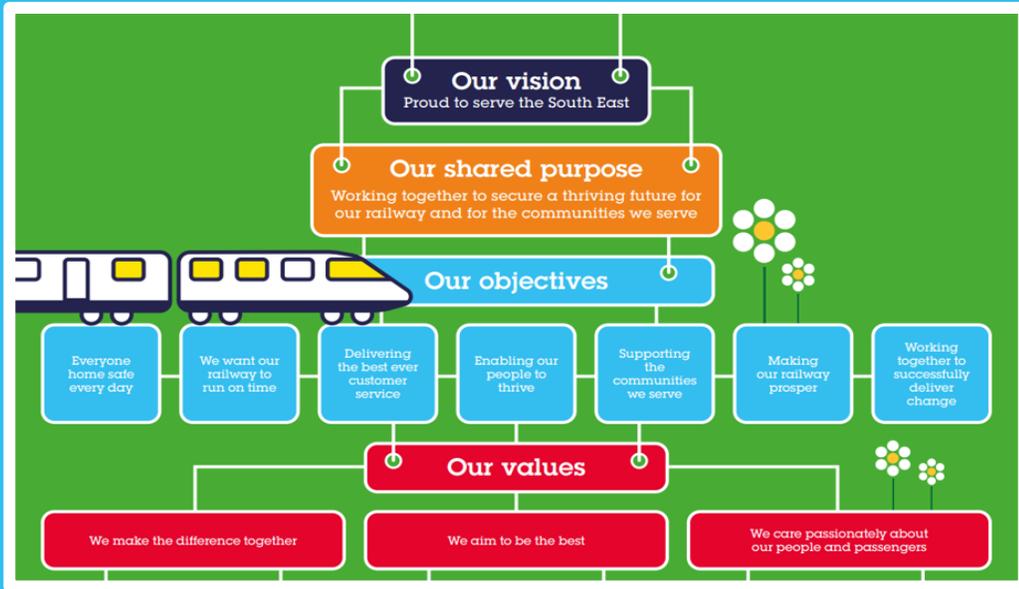
# The company

## 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 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 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 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.

“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 applied 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

In some cases, after you have been successful at each stage throughout the recruitment process, there may not be a role readily available for you, but don't worry!

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

# Summary of job Description – see full JD

## Purpose:

To provide exceptional customer service to our passengers at all times, enabling them to feel confident and comfortable when using our services. To communicate effectively with our passengers and with colleagues at all levels to relay important information, whilst maintaining the safety of everyone at our stations and contributing to the success of an 'on time' railway.

## Accountabilities:

- Communicate effectively with other staff and passengers in the interests of safety and customer service using information systems as supplied.
- Comply with all safety requirements as defined, ensuring personal safety and that of others at all times.
- Report delays, irregularities, equipment failures or any incident affecting, or which may affect, the safety of the line or service to the passenger.
- Maintain records of train performance, highlighting reasons for delays, keeping a detailed log of any which may affect the Company or our customers.
- Ensure the correct time departure and safe despatch of train services as per the local despatch plan using the equipment provided.
- Carry out ticket checking duties as directed without compromising safety.
- Deal with lost property as appropriate.
- Carry out general cleaning duties in accordance with the laid down schedule.

## Skills, experience and knowledge

- Excellent Customer Service skills/experience
- The ability to communicate effectively at all levels
- The ability to work calmly under pressure
- The ability to deal with difficult passengers
- Knowledge of Southeastern and our values
- Team working skills

# 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
- 32 days annual leave entitlement per annum pro rata (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 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.

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**Thank you!**

**The Southeastern Recruitment Team**

**Thank you**