COVID-19 Important Information

The Coronavirus (COVID-19) pandemic continues to grow and we are all making significant adjustments to our working and home lives in response to government guidance. Our primary priority is to ensure we protect the well-being and safety of our staff, and you, our Service leavers. We have been closely monitoring the situation and working with the MOD and they have now confirmed a policy to suspend face to face activity until further notice, in order to follow advice on social distancing. This policy will be reviewed regularly and will be adjusted in line with advice from the Government.

Please be assured that despite this, CTP staff remain fully operational to work remotely, are contactable, and very much still here to support you. Please email your usual point of contact if you require any help with your resettlement.

We have created some FAQs to address questions you may have – please click the green button below.

READ FAQs

Points expressed in this guide may be altered with no notice due to conditions associated with the COVID-19 pandemic.
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Sector Guide – Considering a career in this sector?

What is your mental picture of the Rail Industry? It is multi-disciplinary so your own expectation of it will be personal. Customer Service at a Station or on a Train; Engineering in Manufacture, Service or Repair; Infrastructure – Buildings, Track, Overhead Lines or Bridges; Signalling and Communications. All underpinned by Health and Safety.

Have you considered employment in the Rail Industry?

When leaving military service you may not immediately recognise the merits of entering the rail industry — because you may be unsure where your military background experience and skills can be best applied.

This is an industry which is seeing unprecedented investment and has continued to grow, even in times of economic struggle, resulting in jobs across the whole industry increasing. Demand for ex-military personnel is high as there are already former service personnel in positions of influence who are driving the agenda. From going the extra mile in Customer Service to Project Managing the introduction of HS2, former service personnel can be found applying their prior learning and experience for companies involved in Rail.

You should look towards a career in rail for how it can challenge you and your development as much as the rewards it will bring!
Organisations that support Military Recruitment

- GB Railfreight
- BOMBARDIER
- Network Rail
- NEXUS
- serco
- MARITIME
- Siemens
- Hitachi
- Arriva Traccare
- Transport for London
- Metro
- Colas Rail
- CTP
- Ministry of Defence
Why work in the Rail Industry?

Working in rail is not just a job it is a career. Does that echo sentiments you heard about joining the military?

With over 200,000 people employed in the industry there are huge options for the nature of any employment. There is constant development of the current network and programmes to deliver new capability. All of this is technology driven, striving to improve what is already one of the safest and most reliable networks in the world. Not what the media would have you believe? Train Operating Companies are running services over the 18,000 kilometres of network throughout the year. Statistically, 20% of all European Rail Journeys take place in the UK; that takes organisation and load is only getting bigger providing new opportunities at all levels.

Whether you are seeking apprenticeships, supervisionary roles or management opportunities there should be something for you here. Joining a major company or Small to Medium Enterprise (SME) in Rail could be a step into a career for life!

Key Skills required are:

- An ability to work under pressure
- Good Customer Service
- Flexible approach to working hours
- Ability to embrace technology, applications and its use
- Solid planning capability
- Great problem solving
- Time management
- Health and Safety awareness, understanding and application

Everyone home safe every day! (Network Rail)
What do they do in the Rail Industry?

As an overview there are 4 distinct areas for employment but they each overlap and are interdependent in order for the industry to operate, develop and grow.

- Train Operating Companies
- Rolling Stock, Manufacture, Service and Maintenance
- Infrastructure – Track, Buildings, Construction
- Infrastructure – Signalling and Communications

The companies that operate in each of these areas of the industry may also have interest in other areas of the sector too; Siemens as an example – manufacture, service and maintain rolling stock under their own name and for Train Operating Companies. They are also involved in Signalling and Communications. Larger companies such as Siemens also recruit to HR, finance, IT, sales and marketing, procurement and many other roles.

The number of suppliers and companies providing support and services to larger Tier 1 organisations runs to many thousand. A lot of these Small to Medium Enterprises (SME’s) can be specialists in their own right and at the same time have a general requirement for staff. Non-Destructive Testing, Leasing of Rolling Stock, Engineering of Bespoke Materials/Items.

There will be a whole raft of new language and acronyms which require to be understood and learnt, just as in the Military clear communication will be required to continue the high safety record that the Industry holds.
Network Rail a summary.

We own, operate and develop Britain’s railway infrastructure; that’s 20,000 miles of track, 30,000 bridges, tunnels and viaducts and the thousands of signals, level crossings and stations. We manage 20 of the UK’s largest stations while all the others, over 2,500, are managed by the country’s train operating companies.

Every day, more than 4.8 million journeys are made in the UK. People depend on Britain’s railway for their daily commute, to visit friends and loved ones and to get them home safe every day. Our role is to deliver a safe and reliable railway, so we carefully manage and deliver thousands of projects every year that form part of the multi-billion pound Railway Upgrade Plan, to grow and expand the nation’s railway network to respond to the tremendous growth and demand the railway has experienced – a doubling of passenger journeys over the past 20 years.

Putting passengers first

Network Rail is changing how it operates. We are pushing devolution further, making routes more responsive to local needs and cutting through red tape and bureaucracy.

Phase two of the programme started in November 2019 and is designed to strengthen our new regions and further build Network Services and Route Services. This new structure sets us up for deeper devolution and to be more responsive to the needs of train operators, passengers and freight users by bringing our people closer to those we serve.
Formed to its present shape in June 2019

The five Network Rail regions are:

- Eastern
- North West & Central
- Scotland’s Railway
- Southern
- Wales & Western

14 Routes operate within the regions

Each route is a large, complex business in its own right, run by a managing director and a senior leadership team who are accountable for effectively and efficiently delivering for customers and key stakeholders. These outcomes are made visible through route and customer scorecards.
What comprises the Rail Industry beyond Network Rail?

- 23 Train Operating Companies (ToCs)
- 7 Freight Operating Companies (FoCs)
- 1000s Contractors and different suppliers of product and services
Featured Job – Cleaning Manager

The Cleaning Manager will lead a large train presentation team including cleaners, body washers and train reception staff to ready train fleets for service. Or on station have responsibility for the on train and platform staff maintaining clean environments.

Working hours are likely to be between 35 and 45 hours per week, potentially covering days or nights, likely to be over a 5/7 rota.

Salary will vary between £18k to £40k+ per annum, depending on the scale of the operation, depot or station. Salaries are likely to be higher in larger organisations.

Basic Qualifications – Progression to this level may come internally from less senior roles. Direct entry may require previous experience in management of people and other logistics or facilities maintenance fields. Qualifications such as CILT Logistics Management or BFIM will assist with progression.
Featured Job – Customer Service Assistants, Underground, Rail and Tram

Day to day tasks will include selling and checking tickets, passenger safety when boarding and leaving trains, signalling the guard or driver for departures, making announcements or providing information to passengers about routes, services, train times or delays. You will be provided with a uniform by the company. Applications are usually direct to the train operating company.

Working up to 12 hour shifts split between on platform or in ticket office locations. Bank Holidays and Weekends will probably be normal working days. Salary will be between £17k and £20k with chances for advancement to Supervisor with salaries up to £27k with experience.

Basic Qualifications – possibly no formal qualifications but a good standard of English and maths. Any customer service experience will be an advantage.
Featured Organisation Type – Train, Tram, Underground Operating Company

When someone says to you “have you considered a role within a Train Operating Company?” What is your first thought? Have you considered all of the possible roles that might be available?

- Customer Service Assistant
- Customer Service Supervisor
- Train Guard
- Senior Conductor
- Travel Officer (Fare Compliance)
- IT Manager
- QHSE Manager
- Train Manager (Hospitality)
- Tram Driver
- Train Driver
- Tube Driver
- Service Engineer
- Servicing Manager
- Assistant Project Manager
- Project Manager
- Contract Compliance Manager
- Facilities Manager
- Security Manager
- Control Room Manager
- Stores Staff
- Stores Manager
- Maintenance Planner

As you can see there are Entry to Management level roles within these organisations and the spread is across Rail as a whole sector with overlap into Engineering and Facilities at the very least.

There is an extensive list of Train and Tram Operating companies, some of the best know are -


Nottingham Express Transit, Manchester Metrolink, Blackpool Corporation Tramways, Midland Metro, Sheffield Supertram, Edinburgh Trams, Tyne and Wear Metro.

If you are thinking of a career in Rail or passenger Transport then researching the local operators and their opportunities will allow you to understand the sort of roles and opportunities available to you. The Rail Industry as a whole is seeing huge investment with HS2 the next major programme for delivery. That will generate a new set of jobs and opportunities as that project grows and develops.
Know your skills? Service leavers have the skills that the Industry is looking for

**Decision Making**: Do not underestimate the value of your experience in Service. You are likely to have made decisions in difficult, ambiguous situations to effect operational outcomes. You will have balanced all available evidence in making that decision.

**Leadership**: There is no institution in the world that teaches you leadership like the military.

**Determination and Resilience**: During military operations and exercises there will have been times when a task has required you to go the extra mile. You will have found a way to achieve that task and not have been beaten by the circumstances you faced. Now apply those experiences in the commercial Rail Industry.

**Organisational skills**: Delegation, planning, execution of the task. Military service revolves around organisation and require meticulous attention to details and deadlines. Achieving a commercial outcome is no different, except you may have to focus on the ££££’s at the bottom line in whatever role you aim to achieve.

**Focus & Discipline**: Ex-military personnel are very good at focusing on the job in hand and have a very strong set of principles that form the basis of how they conduct themselves. Additionally you have a high degree of discipline and attention to detail learned whilst in Service. These attributes are highly transferable in to the Rail sector.

**Qualifications**: Whether it is qualifications in numeracy and literacy up to and including GCSE or Higher Level awards from CILT, LM, or CMI or even a sponsored Degree. Attain the qualifications you think are appropriate for your chosen step into the Rail sector. Discuss them with your Careers Consultant or Employment Advisor; compare job descriptions from more than one source and see what the industry are saying you require. CTP Training provide some qualifications in this sector but others can be achieved from preferred suppliers or other training companies. Also consider is there a case for seeking training later as development having secured the role of choice first.
Virtual classrooms becoming a Reality!

CTP have been working hard to ensure that Service leavers can access resettlement services in the safest possible way and we have introduced Virtual Classrooms to some of our existing Vocational Training courses. A course delivered in a Virtual Classroom is where learners log into an online platform, from their home or safe location and they can see and interact with a live trainer who is delivering the course in the same way as it would be in the classroom. End of course examinations are taken online and learners will be required to have a webcam, microphone and speaker/headset in order to interact fully.

Those who have already booked places on our face to face courses between now and 30 April have been offered the opportunity to switch onto our Virtual Classroom courses, and we will be opening up bookings for our May courses shortly. For further information on courses and start dates please visit our website https://www.ctp.org.uk/resettlement-training/find-a-course?department=general-management

To book your place please contact CBIC on 01252 954007
Please read through our Frequently Asked Questions which answers many of your queries regarding training during the current COVID-19 situation

New Vocational Training course dates to September 2021 are available on our website!
CTP are pleased to advise that our vocational training course dates are now available for booking for courses commencing up to September 2021!
We have added additional availability to our most high demand courses, and continue to offer a range of highly subsidised contract funded training, providing excellent value for money.
Course dates, locations and prices can be found on our website, along with detailed descriptions and downloadable factsheets. To make a booking for any of our courses, please call our Course Bookings & Information Centre CBIC on 01252 954007.
Career Transition Partnership offers a range of courses relevant to the rail industry:

**EAL L3 Certificate in Traction & Rolling Stock Systems** - Introductory knowledge and practical skills for a role within Rail Engineering (Previous Engineering background required)

**Level 3 Award in Programmable Logic Controllers** - A number of Rolling Stock engineering processes are around PLC's.

**Facilities Management Level 4 Award (IWFM)** - For understanding of Operational Facilities Management and how this functions in the commercial environment.

**APM Project Management (PMQ)** - The definitive Project Management course for those seeking employment at a managerial level.

**CILT Level 5 Professional Diploma in Logistics and Transport** - For employment in Logistics by gaining an in-depth understanding of commercial logistics management.

Additional Qualifications that may be supportive to careers in Rail –

IOSH, NEBOSH, Leading and Managing Organisational Resilience, Lean Six Sigma, Purchasing and Supply Operations

There are several CTP Preferred Suppliers who also offer relevant training for this sector. For a full list please follow the link ([workshops and training courses](#)) to the list on the CTP website.
# Information Resources

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<th><strong>Career Transition Partnership</strong> - The MoD's official provider of Armed Forces Resettlement. We also provide a free recruitment service for employers wishing to hire ex-military personnel.</th>
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<td><strong>ELCAS</strong> - The MOD's Enhanced Learning Credits Scheme (ELC) is an initiative to promote lifelong learning amongst members of the Armed Forces. The ELC scheme provides financial support in the form of a single up-front payment in each of a maximum of three separate financial years.</td>
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<td><strong>Chartered Institute of Logistics and Transport</strong> - The Chartered Institute of Logistics and Transport (CILT) in the UK is the membership organisation for professionals involved in the movement of goods and people and their associated supply chains.</td>
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<td><strong>Chartered Management Institute</strong> - Today we are the only chartered professional body dedicated to promoting the highest standards in management and leadership excellence.</td>
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<td><strong>The National Examination Board in Occupational Safety and Health (NEBOSH)</strong> - offer a comprehensive range of globally-recognised qualifications designed to meet the health, safety and environmental management needs of all places of work.</td>
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<td><strong>The Institute of Occupational Safety and Health (IOSH)</strong> - is the world’s leading professional body for people responsible for safety and health in the workplace.</td>
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<td><strong>Institute of Leadership and Management</strong> - We are passionate about harnessing the power of leadership to transform people and businesses for the better.</td>
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<td><strong>Sector Skills Assessment</strong> - An outline of skills needs and priorities for the sector.</td>
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<td><strong>National Careers Service</strong> – Find out more about careers in the Sector, skills, qualifications and training.</td>
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<td><strong>City &amp; Guilds</strong> - What we do is about more than skills, qualifications and jobs. Backed by a Royal Charter, we exist to make sure that people can contribute to successful businesses and economies.</td>
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<tr>
<td><strong>Open University</strong> - The Open University is a public distance learning and research university, and one of the biggest universities in the UK for undergraduate education.</td>
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Vacancy Information

Career Transition Partnership - RightJob is our online job finding service that lists thousands of live vacancies for Service leavers and new ones are added every day.

Below are a selection of external sites which may assist with your research and planning for future employment.

A guide to the UK Rail Sector - A guide presenting the success of the UK rail industry, recent and current investment and the UK supply capability.

UK Rail Industry – Rail Delivery Group - The Rail Delivery Group (RDG) brings together the companies that run Britain’s railway into a single team with one goal - to deliver a better railway for you and your community.

Railway People – Railway People has roles by Location, Category and Company; it’s aim to make the recruitment process better for everyone involved.

Network Rail – Network Rail are the controlling authority for Infrastructure work on the Rail Network. Their direct employment opportunities cover Construction and Signalling Infrastructure.
Vacancy Information – Selected Roles from CTP RightJob

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<th>Job ID</th>
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Remember to check RightJob regularly all our opportunities!