



South Lincolnshire

Academies Trust

Careers Education

JOB
OF THE WEEK

Aspire | Challenge | Achieve

JOB

OF THE WEEK

Our Job of the week this week is a
Railway Customer Service Representative



Job of the Week – Railway Customer Services

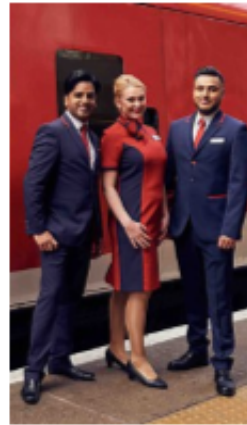
WHAT YOU DO

In this role you will:

- check the carriages are clean before the start of a journey
- make sure equipment, doors and controls are working properly
- walk through carriages during the journey to check tickets and travel documents
- answer passengers' questions about routes, arrival times and connections
- make announcements over the public address system
- make sure passengers get on and off the train safely
- deal with unexpected delays or emergencies, for example a passenger falling ill

WHAT YOU WEAR

Full uniform is provided



WORKING CONDITIONS

You could work on a station platform or from a vehicle

Your working environment may be crowded, cramped and outdoors some of the time.

WORKING HOURS

43-45p/w

including evenings, weekends and bank holidays

ANNUAL LEAVE

25days

Per year



ANNUAL INCOME

Starter £23,000

Experienced £39,000



SKILLS REQUIRED

You will need:

- to be thorough and pay attention to detail
- patience and be able to remain calm in stressful situations
- knowledge of transport methods, costs and benefits
- excellent verbal communication skills
- knowledge of public safety and security
- the ability to work on your own
- the ability to work well with others
- to be flexible and open to change
- to carry out basic tasks on a computer or hand-held device

EDUCATION & EXPERIENCE

You can get into this job through:

College: You could do a college course like a Level 2 Certificate in Customer Service, which would teach you some of the general skills you need. This may help when you apply for jobs.

Entry requirements: 2 or more GCSEs at grades 9 to 3 (A* to D), or equivalent, for a Level 2 course

Apprenticeship: You may be able to get into this career by completing a passenger transport onboard and station team member intermediate apprenticeship with a train operating company.

Entry requirements: some GCSEs, usually including English and maths, or equivalent, for an intermediate apprenticeship

Other routes: You may be able to move into this job after first working as a member of the platform or ticketing staff at a train station.

There are no set entry qualifications if you want to apply directly to train operating companies, although employers will expect you to have a good standard of English and maths.

If selected for interview, companies will usually test you on your maths, communication, and customer service skills.

In addition you will need to: pass a medical check and be screened for drugs and alcohol



Labour Market Information

In the Careers section of the school website you can find the useful comparison tool the 'Labour Market Information widget'

Use the widget to compare different job roles in any employment sector or relating specifically to the 'Job of the Week'.

Rail travel assistants		Train and tram drivers		Customer service managers and supervisors	
Weekly Pay £700	Annual Pay £36,400	Weekly Pay £1,110	Annual Pay £57,720	Weekly Pay £510	Annual Pay £26,520
Hours/Week 38h	Hourly Pay £18	Hours/Week 39h	Hourly Pay £28	Hours/Week 33h	Hourly Pay £15
Workforce Change (projected)		Workforce Change (projected)		Workforce Change (projected)	
Contraction -1.3%	Replacement 68.7%	Growth 0.1%	Replacement 69.1%	Growth 8.4%	Replacement 44.9%
The workforce is projected to contract by -1.3% over the period to 2027, losing 300 jobs. In the same period, 68.7% of the workforce is projected to retire, creating 14,100 job openings.		The workforce is projected to grow by 0.1% over the period to 2027, creating 0 jobs. In the same period, 69.1% of the workforce is projected to retire, creating 17,400 job openings.		The workforce is projected to grow by 8.4% over the period to 2027, creating 14,500 jobs. In the same period, 44.9% of the workforce is projected to retire, creating 77,500 job openings.	
You might find this job in Land transport, etc Warehousing, etc		You might find this job in Land transport, etc Warehousing, etc		You might find this job in Retail trade Employment activities Services to buildings Legal & accounting Financial services	
More info	Clear card	More info	Clear card	More info	Clear card

Rail travel assistants

Rail travel assistants issue, collect and inspect travel tickets, provide information and assistance to railway passengers, operate train doors, and perform a variety of duties on station platforms in connection with the arrival and departure of trains and the movement of goods and passengers, and on trains to ensure the safety and comfort of passengers.

Common tasks in this job:

- examines and collects tickets at the ticket barrier of a railway station;
- helps with passenger enquiries and makes announcements over a public address system at stations;
- loads and unloads mail, goods and luggage, operates lifts and hoists and drives small trucks;
- assists passengers with special needs to board and leave trains;

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Train and tram drivers

Job holders in this unit group drive diesel, diesel-electric, electric and steam locomotives that transport passengers and goods on surface and underground railways, and transport passengers in trams.

Common tasks in this job:

- checks controls, gauges, brakes and lights before start of journey and studies route, timetable and track information;
- checks safety equipment, regulates the heating of passenger compartments and records engine defects or unusual incidents on the journey;
- starts train or tram when directed and operates controls to regulate speed;
- watches for track hazards, observes signals and temperature, pressure and other gauges;

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Customer service managers and supervisors

Job holders in this unit group plan, organise and co-ordinate resources necessary for receiving and dealing with the responses, complaints or further requirements of purchasers and users of a product or service, and supervise customer service occupations.

Common tasks in this job:

- develops and implements policies and procedures to deal effectively with customer requirements and complaints;
- co-ordinates and controls the work of those within customer services departments;
- discusses customer responses with other managers with a view to improving the product or service provided;
- plans and co-ordinates the operations of help and advisory services to provide support for customers and users.

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Powered by LMI For All.

To compare the Labour Market Information of different job roles that you might be interested in please visit the Careers section on the school website.

JOB OF THE WEEK

Find out more about careers working on trains
with these videos:



My Experience - Rosie, Senior Conductor | EMR

660 views • 5 months ago



Rosie sits down to tell us about her experience as a Senior Conductor at EMR.

[My Experience - Rosie, Senior Conductor | EMR - YouTube](#)



Is Driving a Train the Dream Job? | All Aboard East Coast Trains

88K views • 1 year ago



Follow the employees of East Coast Train as they keep one of the U.K.'s busiest, most complex transport systems on track.

[Is Driving a Train the Dream Job? | All Aboard East Coast Trains \(youtube.com\)](#)



Behind The Scenes - A day in the life of a Train Conductor

4.1K views • 1 year ago



This week's #BTS features 'A Day in the Life of a Train Conductor' So if you ever wanted an insight to their day to day duties, ...

[Behind The Scenes - A day in the life of a Train Conductor - YouTube \(google.co.uk\)](#)

JOB

OF THE WEEK

Click on the website links to research the job role further:

[Train conductor | Explore careers | National Careers Service](#)

[Train station worker | Explore careers | National Careers Service](#)

[Careers – Transport for London \(tfl.gov.uk\)](#)

[Careers | Great Northern Railway](#)

[How To Become A Customer service assistant | Explore Jobs | UCAS](#)