



# Guide for Applicants

Engineering Management Programme





“ To be your  
first choice for travel  
in Northern Ireland

OUR VISION

## Foreword from Director of Service Operations

Thank you for your interest in the Translink Engineering Management Programme. This is an exciting time to join a dynamic and growing company with significant opportunity to fast track your career within one of Northern Ireland's largest organisations.

Translink provides award-winning bus, coach and rail services and is recognized as an Industry leader who has continued to deliver strong performance despite challenging economic times. At present, we have over 4200 employees and are responsible for approximately 84 million customer journeys every year.

2020 looks set to be another memorable year for Translink with work having recently commenced on our landmark Belfast Transport Hub. This multi-million pound project will transform public transport, delivering a modern, high quality, integrated transport hub for bus and train services across Northern Ireland and beyond. Furthermore, we have new trains and buses in production which alongside future procurement plans will play a major part in providing additional, attractive public transport that will reduce Northern Ireland's carbon footprint and improve air quality.

The Translink Engineering Management Programme has been a highly successful initiative with past participants currently working in a variety of senior roles across the company. This first class opportunity enables you to engage with all areas of our business allowing you to spend time in Bus and Rail Engineering, Operations and our Corporate functions.

If you consider yourself to be an ambitious, hardworking, results focused Graduate with exceptional communication skills and a passion for continuous improvement then this could be an excellent path for you. The Translink Engineering Management Programme will last approximately three years. Throughout that time you will be exposed to all areas of the business helping you build contacts as well as gaining hands on and managerial experience which will ultimately enable you to develop the skills to become an Engineering Manager including the achievement of Chartered Engineer status.

May I take this opportunity to wish you all the best with your application.



**Ian Campbell**

Director of Service Operations





# Section One

## COMPANY INFORMATION

“ We are one of the  
largest employers in  
Northern Ireland

## History of Translink

The Northern Ireland Transport Holding Company (NITHC) is a public corporation established under the Transport Act (NI) 1967 to oversee the provision of public transport in Northern Ireland.

In 1973 Citybus (now Metro) was incorporated to take over the bus services of the Belfast Corporation Transport Department. Translink is a brand name which incorporates Citybus (branded Metro), NI Railways, and Ulsterbus, which operate scheduled bus and rail services and effectively communicates the co-ordinated nature of these services in Northern Ireland, including cross-border and cross-channel links.

The Board of the Northern Ireland Transport Holding Company is responsible to the Department for Infrastructure for the operation of its subsidiary companies, Metro, NI Railways and Ulsterbus, which deliver public transport services. The Board is responsible for the strategic direction of the Group in accordance with the strategy set by the Department for Infrastructure. It is responsible for good corporate governance throughout the Group.





# Translink Network



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## Our Vision

“To be Your First Choice for Travel in Northern Ireland.”

## Our Mission

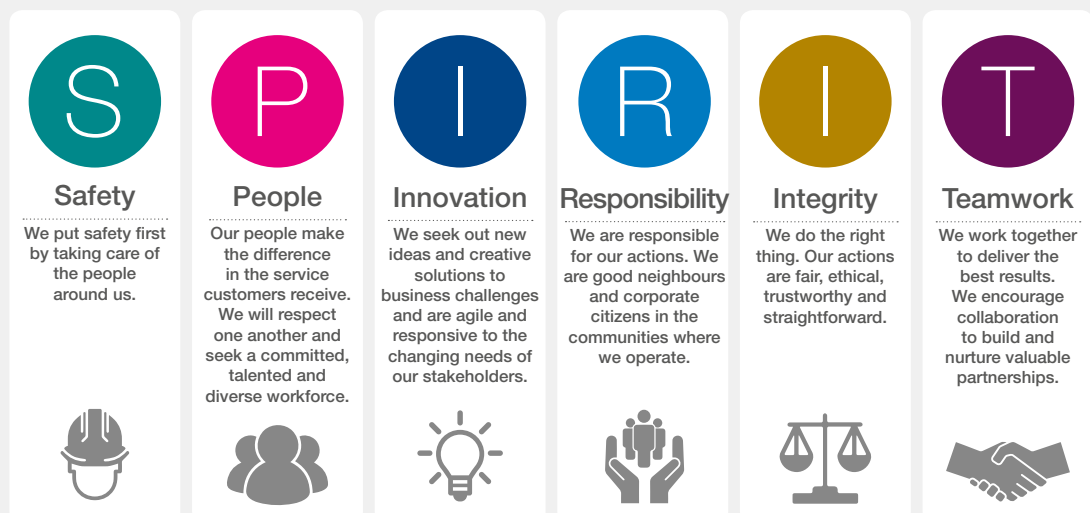
“To deliver a transformation in public transport, providing integrated services which connect people, enhance the economy and improve the environment, enabling a thriving Northern Ireland.”

## Translink's Strategy Wheel



## Our Values

The 'Translink SPIRIT' is a set of guiding principles that are a fundamental part of everything we do. These core values are embedded in the culture of our organisation and enable us to lead, inspire and succeed in delivering our goals for Translink.





# Key Achievements 2018 - 2019

Translink has delivered a strong business performance during the first half of this strategy.



## GLIDER SUCCESS

New Eco hybrid vehicles -

# 45k

additional passenger journeys every week



## RECORD PASSENGER NUMBERS

Growth of

# 3.4m

passenger journeys - now carrying

# 84.5m

 p.a.

around **200k** car journeys removed



## ENVIRONMENTAL

### Top Platinum Award

achieved for NI Environmental benchmarking survey



## PERFORMANCE

**>90% punctuality**  
**and >99.5% reliability,**  
with continuous improvement programmes in place



## SAFETY MANAGEMENT

An integrated Safety Management System across our network to maintain **high levels of safety** and **positive safety culture**



## BUS FLEET

# 150+

new Eco Buses for Metro and Ulsterbus maintaining quality, comfort, and enhancing capacity. New Urby commuter services introduced and showing strong growth



## CUSTOMER SATISFACTION

Independent research shows

# 9 out of 10

customers satisfied



## TRACK

Significant track works completed on the **Belfast to Derry-Londonderry** and **Belfast to Portadown** lines



## RAIL FLEET

Record rail growth  
**21 new carriages**  
ordered  
**>1,400**  
more seats





# CORPORATE RESPONSIBILITY (KEY HIGHLIGHTS) 2018/19

go  safe

**52**

SAFETY TOURS  
12 ABOVE TARGET



**39%**

REDUCTION  
IN MAJOR INJURIES



**90%**

SMS ASSURANCE



**82%**

SPIRIT FACILITY AWARDS



**30+**

DEDICATED  
SAFETY CAMPAIGNS



go  together

**+£30k**

CANCER FOCUS



**67%**

EMPLOYEE  
ENGAGEMENT



**60+**

COMMUNITY  
INITIATIVES



**20+**

PUBLIC CAMPAIGNS  
TO REDUCE INCIDENTS  
AND INJURIES



**40**

LEADERSHIP  
FRAMEWORK  
SEMINARS



go  eco

**95%**

WASTE DIVERTED  
FROM LANDFILL  
+85% IN LAST 10 YEARS



**Platinum**

BUSINESS &  
BIODIVERSITY CHARTER



**Platinum**

NI ENVIRONMENTAL  
BENCHMARKING SURVEY



OVER  
**578**

ATTENDANCE  
ON ECO DRIVING COURSES



go  healthy

**25**

GO HEALTHY  
CHAMPIONS



**119**

HEALTH  
INITIATIVES



**55%**

PARTICIPATION  
IN HEALTH INITIATIVES



**12**

MENTAL HEALTH  
FIRST AIDERS



let's go together  
[translink.co.uk](http://translink.co.uk)





## Section Two

ABOUT THE ENGINEERING  
MANAGEMENT PROGRAMME

“ We work together  
to deliver the  
best results.

### What is the Engineering Management Programme?

We have invested heavily in developing an innovative development programme designed to challenge and motivate you. The programme is demanding and will require you to develop your leadership capability and to gain an understanding of all parts of the business before building your experience in a focused area of Engineering.

Our aim is to provide you with the opportunity to fulfill your potential and achieve your future career aspirations as a Leader within our organisation. For example, this might be as an Engineering Manager responsible for our facilities and bus or rail fleet or as a Technical Engineer responsible for fleet support and project delivery. In addition, the Company will support you in achieving Chartered Engineer status.

On a daily basis you will find yourself right at the heart of the action, either in direct contact with employees or the public or preparing valuable data by which we can take the business forward. You must be prepared to work hard however in return we will support you with award winning Leadership and Management development incorporating “best in class” theoretical principles with practical experience gained on the job. Throughout your time on the programme, you will be mentored by a Senior Business Leader and will be encouraged to report regularly on your developing experience.





## Structure of the Engineering Management Programme

This is an exciting time within Engineering in Translink with a vision of a zero emission fleet by 2040.

The Engineering Management Programme will last approximately three years. Throughout that time you will be exposed to all areas of the business helping you build contacts as well as gaining hands on experience.

You will be able to continue your Professional Development by enrolling on the Rail Delivery Group (RDG) Engineering Development Scheme which is accredited by the Engineering Institutions.

At the end of the Engineering Management Programme we would expect you to be ready for a permanent management role.

Below is an overview of what you will undertake in each year of the programme.

### Year 1

#### ***Onboarding and Induction***

During the onboarding period you will meet with our Senior Managers and get an overview of the business including

- Company strategy
- Vision
- Values

At this stage you will develop your own Personal Development Plan

#### ***Work Placements:***

Within your first year you will undertake placements within the various Translink business areas; e.g. Bus Services, Rail Services, Commercial Operations, Infrastructure, Projects, Safety, Health & Environment, Finance and Human Resources. In Engineering you will spend time in the workshop/depot environment gaining experience of fleet maintenance and depot management.

In addition; there will be an opportunity for a Placement within another Train Operating Company within the UK through the development scheme provided by RDG.

#### ***Training:***

You will undertake a wide range of management training including your PCV licence enabling you to drive a bus.

### Year 2 & 3

You will undertake placements, this will present you with the opportunity to apply the knowledge and experience you have gained in your first year. Placements will consist of;

- Fleet Engineering depot experience – helping to deliver the Public Transport needs of NI by ensuring buses and trains are available for service.
- Testing and Commissioning of New Trains and pre-delivery inspections.
- Introduction of new bus fleet including new driveline technologies; i.e. battery and hydrogen.
- Fleet Reliability – learning how to use engineering skills to improve the reliability of the fleet.
- Fleet Projects – the development and implementation of capital projects.





## A personal insight into the Engineering Management Programme:

*Andrew Croskery, Bus Engineering Support Manager, was one of our past Management Trainees below he gives an overview of his experience on the programme.*

“ I feel privileged to have seen so many different areas of the business

ANDREW CROSKERY, BUS ENGINEERING SUPPORT MANAGER



### My Journey within Translink:

I joined Translink in September 2014 and the first year of the programme is designed to provide a high level of understanding at a rapid rate. Throughout this first year I was granted access to various areas of the business including Bus Operations, Rail Operations, Infrastructure, Service Delivery, Human Resources, Engineering and Finance. Into the second year I began working in the Engineering Division which is the discipline I studied in University, gaining experience in both Bus and Rail Engineering.

### Background Information

In 2010 I graduated with a degree in Electrical and Electronic Engineering and since university I have tried to gain as wide and varied experience as possible. I have worked in several roles including Sales, Engineering, Customer Service, Banking and Retail Management. These roles provided a range of skills including management of staff and projects. Despite this foundation I feel the graduate scheme has undoubtedly strengthened my existing skills and provided me with many more new skills.

Since joining Translink I have received extensive training and formal qualifications including:

- CPC (Certificate of Professional Competence) for Transport Managers
- PTS (Personal Track Safety)
- Managing Safety
- First Aid
- Bus Driving Licence

### What did the Programme involve:

The programme provided the all-round skills required to make it as a Translink Manager with a balance between theoretical knowledge and practical experience. In the first year much ground was covered and varied from gaining a general business background in Finance, Marketing, Safety and Human Resources Management to driving and cleaning a bus. I also had direct, hands-on experience of depot management, fleet management, resolving customer and staff issues, dealing with public and local representatives, technical projects, negotiating with trade unions, report writing and business investigation. In my second year, I was fortunate enough to develop experience in both bus and rail engineering and the highlight was working on the Enterprise Refurbishment Programme. In year 3, I developed my experience further within Engineering and secured a permanent position.

### Support/Mentoring:

One of the best elements of the programme is the support provided by other managers in Translink. Throughout the first year I moved around the majority of functions in the company and this is an excellent way of building relationships as I met new people every day. The Manager who coordinated the programme was also there for career advice and was extremely supportive. During the programme I was assigned a coach/mentor who has provided me with excellent support and who I still meet with regularly.

### Opportunities:

Personally the biggest opportunity opened up to me through the programme has been the chance to go back into Engineering. Having graduated in Engineering, the majority of my experience since has been in people management. I really feel privileged to have experienced the best of both worlds and it really does prove the opportunities are endless with Translink!

### What I enjoyed most about the programme:

First and foremost the programme has been enjoyable and fun, with one highlight being the driving school where I spent several weeks learning how to drive the bus before obtaining a bus driving licence. It was also a chance to get to know my colleagues better and also understand the daily challenges that our drivers experience. However, the most enjoyable part undoubtedly has been the ability to gain unrivalled access to so many different areas of the business and gain so many new skills which I expect will be a huge benefit throughout my career.

### Achievements as a result from undertaking the programme:

As part of the programme the graduates were entered into a competition with the Princes Trust to raise a minimum of £10,000 through business initiatives. All of the money raised went to the charity which helps provide young people with a second chance in life. After winning the NI competition we were invited to attend the national awards in London where we received an award for coming second in the UK for innovation. Although the awards ceremony was exciting, especially in the company of a number of celebrities and Prince Charles, the biggest achievement was the knowledge of knowing we had helped raise money for such an important charity.

### What advice do you have for those considering applying this time?

The Translink Graduate Management Programme has exceeded my expectations and I'm still thoroughly impressed with the level of detail and thought that has gone into each stage of the training. From day one I received a warm welcome from everyone and I feel privileged to have seen so many different areas of the business. I can honestly say I really do feel part of the Translink family. If you want to work for a company who invest in your personal development, with a structured training programme and responsibility from day one then this is the company to work for. Provided you work hard, the sky's the limit in Translink!







## Job Description & Core Capabilities Specification

|                              |   |
|------------------------------|---|
| <b>Job Title:</b>            | <b>Engineering Management Programme</b> |
| <b>Job Category (Grade):</b> | <b>Management/Professional</b>          |
| <b>Hours:</b>                | <b>37 hours per week</b>                |
| <b>Location:</b>             | <b>Flexible</b>                         |
| <b>Position Type:</b>        | <b>Permanent Full Time</b>              |
| <b>Salary Band:</b>          | <b>£25,395</b>                          |
| <b>Reports to:</b>           | <b>Senior Manager</b>                   |

### Job Purpose

As an Engineering Management Trainee you will get the opportunity to join a highly successful public transport organisation which supports the growth, social inclusion and welfare of local communities.

As a part of this successful programme you will make a valuable contribution to our Mission ‘to deliver a transformation in public transport, providing integrated services which connect people, enhance the economy and improve the environment, enabling a thriving Northern Ireland’.

This programme will provide you with the all-round skills you will need to be a future Engineering Manager in Translink.

# Section Three

JOB PROFILE  
ENGINEERING MANAGEMENT PROGRAMME

“ The opportunity to join a highly successful public transport organisation.



# Core Capabilities

The core capabilities required for the role include:

## *Personal Impact*

- Excellent interpersonal skills

## *Relevant Experience*

- Possess or expected to have by June 2020 at least a 2.2 degree in Mechanical Engineering, Electrical Engineering or equivalent or combined BEng (Hons)
- Experience in using Microsoft Office packages

## *Customer Focus*

- Excellent customer service and people skills

## *Organisational Ability*

- Ability to work on own initiative and as part of a wider team
- Ability to plan/organise to meet deadlines

## *Leadership/Management*

- High level of interpersonal skills including strong influencing skills
- Strong problem solving skills and the ability to think creatively

## *Medical Requirements*

- Standard Pre-Employment Medical
- Safety Critical Medical

## *Additional Requirements*

- Possess current driving licence and have access to a car

# Our Benefits Package

We can provide an excellent reward and benefits package. You will receive **25 days' annual leave plus 9 days' public holidays**, have the option to join an excellent NILGOSC pension scheme as well as concessionary bus and rail travel throughout Northern Ireland. As a Translink employee you will be eligible to avail of our employee benefits scheme which is provided by an external provider and offers a range of discounts on shopping, holidays, restaurants, gym membership as well as reductions on attractions nationwide.

In addition to these benefits you will also be paid **an annual salary of £25,395** whilst you are on the Engineering Management Programme.

## *Development Opportunities include:*

- Benefit from having a Coach who has previously undertaken the Engineering Graduate Programme
- Gain experience in Operations, Engineering and all the Corporate functions
- Undertake training including Health & Safety, Front Line operations and Company systems
- Gain your PCV license enabling you to drive a bus!!

## *Wellbeing initiatives:*

- Family friendly policies
- Complimentary access to Inspire who offer all employees counselling services, financial advice and legal advice
- Wellbeing strategy comprising themed monthly initiatives
- Cycle to work scheme

## *Clubs & Societies:*

- Translink Choir
- Metro Golf Society
- Translink Hiking Club

## *Volunteering & Charity Initiatives:*

- Joint bus & rail employee-based charity scheme; employees contribute to the charity scheme through donations, which are tax free and deducted from gross pay.
- We run initiatives over the 2 year period to help fundraise for our chosen charity.







# Section Four

## THE APPLICATION PROCESS

“ Your opportunity to demonstrate your experiences...”

## How to Apply

Please visit our website: [www.translink.co.uk/workwithus](http://www.translink.co.uk/workwithus) and complete the online application form today!

## Guidance on completing the application form

The application form plays a crucial part in the selection process. All information that you supply will be used in the shortlisting process, the assessment process and at the interview itself. It is vital that you complete this form as fully and as accurately as possible. The following advice is designed to help you, particularly if you do not have experience of filling in application forms.

### *Education, Additional Qualifications & Training*

Make sure that you give all the information needed, including any awards or qualifications, either expected or obtained and dates taken. Include any training that you have received which you consider relevant to the position for which you have applied. If you have membership of any professional bodies you should mention these here.

### *Employment Record*

Write the names and addresses of your present and past employers and the dates you were employed by them as well as details on the roles that you held. This section should include any part-time, temporary or voluntary work whilst in full time education.

### *Essential Criteria and Competency Questions:*

This is your opportunity to demonstrate your experiences through evidence of your ability to work within set criteria. Please note that this element of the application form is particularly relevant to whether or not you will be shortlisted and/or selected for assessment.



# What to expect next

## *Assessment:*

If you are shortlisted following submission of your application you will be invited to take part in an online assessment. This Graduate Dilemmas assessment measures an individual's judgement and decision-making skills in relation to typical situations that a Graduate might face in a job.

Those who successfully complete this stage will progress to a half day Assessment Centre including a first stage interview.

The final stage will be an interview with a panel consisting of Translink Managers from across the business.

\*Please note that it may be difficult to provide alternative dates for assessment centres.

## *Assessment Dates:*

It is anticipated that the following timescales will apply:

### **Stage 1 – Assessment Centre**

February/Early March 2020

### **Stage 2 – Interviews & Presentation**

March/April 2020

### **Stage 3 - Offer**

April 2020

*Translink is fully committed to Equality of Opportunity. We are driven, through the analysis of our diversity information and industry standards, to deliver initiatives to support diversity and inclusion in the workplace and for our customers. In this instance applications from women would be particularly welcome. We want to provide an environment to attract, retain and motivate the best. Our Equality Scheme, Disability Action Plan and Annual Progress Report can be found here*

[www.translink.co.uk/corporate/publicationsanddocuments/nithcreports](http://www.translink.co.uk/corporate/publicationsanddocuments/nithcreports)







### Further Information

Further information about Translink  
can be gained by visiting [www.translink.co.uk](http://www.translink.co.uk)

Should you have any further queries about the  
recruitment and selection process then call