



Guide for Applicants 2024

ENGINEERING GRADUATE MANAGEMENT PROGRAMME





Foreword from Director of Operations

Thank you for your interest in the Translink Engineering Graduate 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 recognised as an industry leader who has continued to deliver strong performance despite challenging economic times. At present, we have over 4500 employees and are responsible for approximately 84 million customer journeys each year.

Translink’s commitment to zero emission public transport took a step forward with the launch of our zero-emission Bus fleet for Belfast and Foyle Metro, and we’ve exciting plans for Ulsterbus. In parallel we have been increasing the capacity on our Rail network through the delivery of our lengthened six car Trains.

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.

The future is exciting for Translink, and we look forward to you playing your part on that journey. May I take this opportunity to wish you all the best with your application.



David Barnett
General Manager Engineering



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.

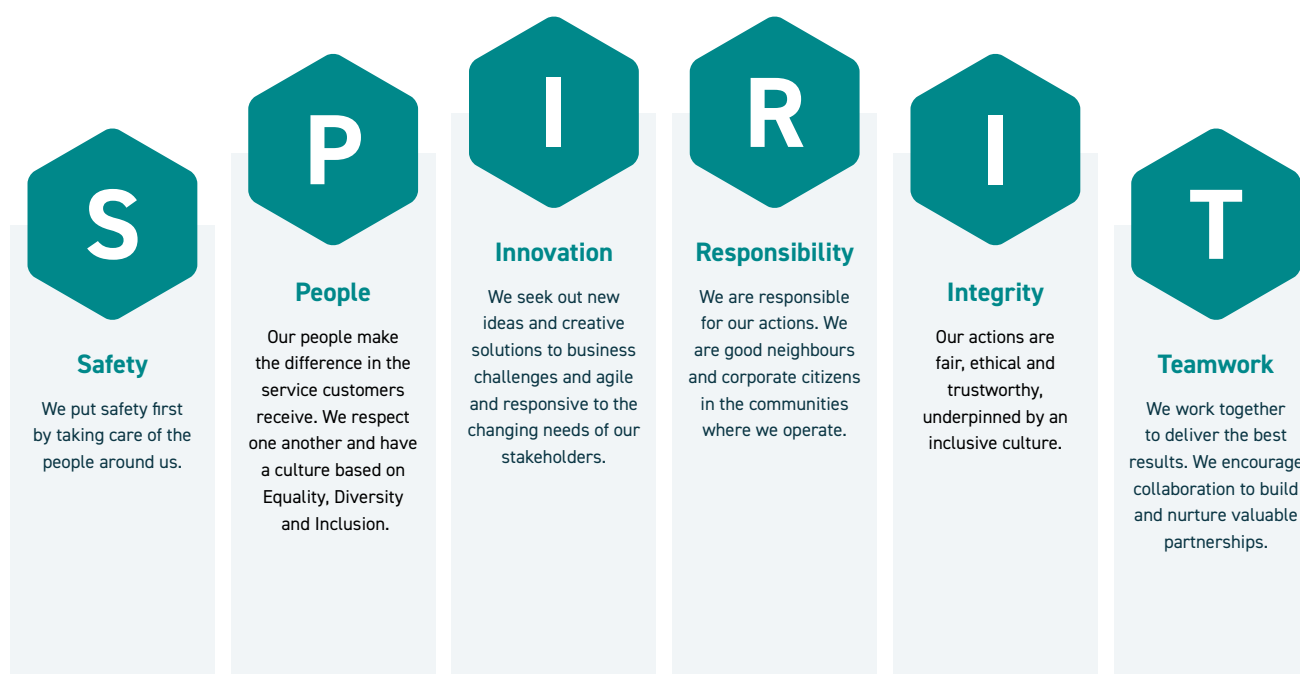
The Board is responsible for the strategic direction of the Group in accordance with the strategy set by the Department for Infrastructure. It is responsible for good corporate governance throughout the Group.



TRANSLINK NETWORK



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Our Vision and Our Values

Our people make the difference and the success of Translink relies on their skills, knowledge and behaviours. All this contributes towards providing the best possible service for our customers.

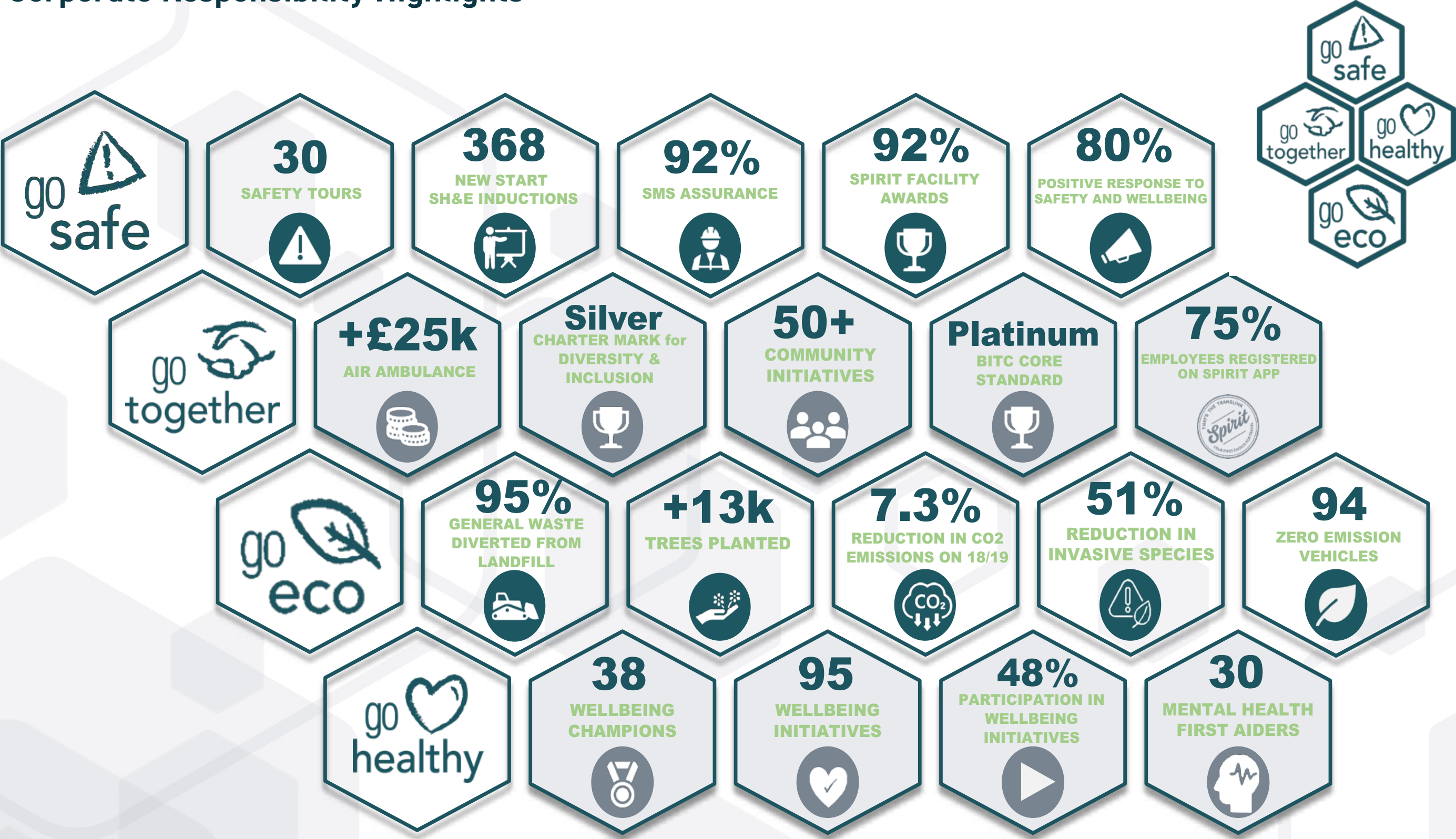
The Translink Spirit is a positive expression of the way that we do things - the teamwork, the fresh ideas, the sense of responsibility, the quality, the commitment to safety, the integrity - everything that makes us a fundamental part of the Northern Ireland economy and everything that makes Translink a great place to work.

Our Translink Spirit is vital to our business and is central to who we are. We take pride in the amazing Spirit that employees show, both in their job roles and the work that people do above and beyond that, all supporting our vision of ensuring that Translink is 'Your first choice for Travel'.

The wellbeing of our employees has always been important and over the years our wellbeing activities have grown and developed. We have a wide range of initiatives and support available to employees across all areas of the business including local mental health first aiders and Wellbeing Champions. We also continue to innovate how we communicate and engage with staff, developing our employee Spirit app and online Learning Platform. As we move forward, our people and the Translink Spirit will continue to be vital to our success.



Spirit in Action:
Our Corporate Responsibility Highlights



Improvements and Projects



Belfast Grand Central Station

Belfast Grand Central Station, a multi-million investment by the Department for Infrastructure, will be at the heart of an exciting new city neighbourhood called 'Weavers Cross.' Belfast Grand Central Station is the biggest public transport infrastructure project and represents one of the largest single investments in Northern Ireland.

'Weavers Cross' will be situated in the heart of Belfast; Located on an 8-hectare site beside the current Europa Bus centre and Great Victoria Street Stations, it will be the main transport gateway to Belfast, creating a sense of arrival in a modern, progressive city, with rail, bus and coach connections to all parts of Northern Ireland and beyond.

Designed to be fully inclusive for all, this impressive facility will be a catalyst for the regeneration of the area and ensure we have the right infrastructure in place to encourage modal shift to attract more people to choose public transport.



North-West Transport Hub

The award-winning North-West Transport Hub project included restoration and refurbishment of the formerly listed Waterside Train Station. The main goal of the project was to improve connectivity in the North-West by integrating multimodal forms of transport and included creation of new platforms, a new bus turning circle, new retail units, a community space and a Greenway link to the City Centre via the Peace Bridge.

The ambitious project has been recognised for its contribution to making the North-West an attractive place to work and live, with high levels of innovation, sustainability and cohesion.

Achievement of the National Railway Heritage Award celebrated the best practice standards applied during the design as well as the quality of workmanship during the restoration and maintenance of buildings, structures and signalling installations.

The EU Regiostars Award for 'enhancing green mobility in the regions – European Year of Rail 2021', recognised the project for its contribution to encouraging the use of sustainable travel.



Improvements and Projects



Translink Future Ticketing System

A new era in Translink tickets is coming that will provide customers with better integration, flexibility and convenience when buying and using tickets for Translink services.

Translink's Future Ticketing System (TFTS) will provide Glider, Metro, Ulsterbus and NI Railways passengers with better integration, flexibility and convenience with key customer enhancements including contactless credit/debit card payments, online ticket purchase, online smartcard top-ups, an ePurse 'Oyster style' smartcard, 285 Ticket Vending machines plus electronic gates to smooth passenger flows at main Rail Stations. TFTS will transform the passenger experience, meet changing customer needs in order to attract more people on board services.

Zero Emission Bus fleet

Translink has a detailed and progressive Zero Emission fleet strategy. It is proposed that by 2040, both Bus and Rail fleets will be zero emission fleets. As part of the programme, the Metro services operating in Belfast and Londonderry will be zero emission by 2030. The initial roll out of this programme has commenced with the procurement of 100 zero emission vehicles, which included 20 Fuel Cell Electric Vehicles (FCEV).



Upgrade of Real Time Passenger Information

Translink has embarked on an exciting project to upgrade how we communicate with passengers using Real Time Passenger Information (RTPI) and Audio-Visual Next Stop Announcements. As well as improving operational performance, RTPI improves the customer experience by making Public Transport more accessible and keeps passengers reliably informed. To date these core functions have been successfully deployed across all Metro and Glider fleet and the next phase of the project will look to expand these services throughout Ulsterbus.





Andrew Croskery Senior Programme Manager

A personal insight into the Engineering Management Programme



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.



Overview of experience on the programme

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.





Overview of experience on the programme (continued)

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 co-ordinated 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!

Victoria Jackson

Engineering Graduate

A personal insight into the Engineering Management Programme

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Since joining Translink in 2021, as a Graduate Engineer, it's been great to get an insight into both Bus and Rail Engineering. Having the opportunity to move around departments has been a great way to meet people and everyone has been very welcoming. I really enjoy getting the boiler suit on and doing some practical hands-on maintenance too. If you're passionate about Engineering and want to contribute to making Northern Ireland a better place for the future, then Translink's Graduate Engineering Management programme is a great foundation for the start of your career.



Overview of experience on the programme

Background Information

Growing up on a farm, being surrounded by machinery, I've always had an interest in the way things work. I studied Mechanical Engineering at Queen's University Belfast and spent my industrial placement year at Ballylumford Power Station.

As a member of the IMechE Northern Ireland Region Youth Committee I am passionate about encouraging more young people to consider Engineering as a future career.

What does the Engineering Graduate Programme involve:

The Engineering Graduate Management Programme lasts for three years. Throughout my time so far, I have completed several placements within different departments. I have been exposed to many areas of the business which has helped me build contacts as well as gaining hands on experience. The aim of the programme is to prepare and develop you for a permanent management role within the business. As part of the programme I am a member of the Rail Delivery Group's REGS (Rail

Engineering Graduate Scheme) which provides a structured plan of placements and training that focuses on helping you gain experience and develop skills to achieve the competency levels required for attaining Engineering Chartership.

Achieving Chartership is one of my long term goals. A highlight from the programme is a 6 week placement I completed at a Siemens Rail Maintenance Depot in GB. I have also been assigned a mentor within Translink, who is a senior member of the Engineering team. Our regular meetings have been invaluable and have given me an appreciation of the 'bigger picture'. Translink Graduates from across Infrastructure, Operations and Engineering come together to complete a Leadership training course which included a group project. This was a great opportunity to get to know other Graduates in a similar position and develop contacts in other departments that could come in very useful in any future role. I have really enjoyed the variety of experiences the programme has been able to offer and it has been interesting looking at activities/projects from other perspectives not just from an Engineering point of view.





Victoria Jackson Engineering Graduate

A personal insight into the Engineering Management Programme

Overview of experience on the programme (continued)

My Journey within Translink:

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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:

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Achievements as a result from undertaking the programme:

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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 fulfil 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.

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. We will support you with award winning Leadership and Management development, incorporating 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.

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: You will spend time in the workshop/depot environment gaining experience of fleet maintenance and depot management.

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

Year 2 & 3

Years 2 & 3 are when you really start to put all your knowledge and skills gained within the first year to use. During these years you will be given additional responsibility and be set challenging delivery and performance objectives which will contribute to the overall success of your department. With assistance and support, you will oversee business performance for your area of responsibility, working to achieve a number of key performance indicators. As well as working within your department, you may also could contribute to key projects designed to improve the sustainable delivery of Public Transport within Northern Ireland.

You will complete placements consisting of.

- Fleet Engineering depot/s- 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 services.

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.

Job Description & Core Capabilities Specification

Job Title: Engineering Graduate Management Programme

Hours: 37 hours per week

Location: Flexible

Position Type: Permanent Full Time

Type: 3 year training programme leading to permanent role

Salary: £30,744 pa

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.

There will be opportunities for you to attend a range of relevant training courses and actively participate in a range of work shadowing placements throughout Translink. The three-year programme is expertly designed to help you develop knowledge and skills as you progress through the programme.

At each stage you will be mentored and supported by relevant managers throughout the business.

Personnel Specification

The core capabilities required for the role include:

Essential Criteria

- Qualifications - Possess or expect to obtain a 2.2 degree in Mechanical Engineering, Electrical Engineering or equivalent or combined BEng (Hons), by July 2025
 - *Degree module results to date to be provided as part of application
- Possess current driving licence and have access to a car

Desirable Criteria

- A minimum of 1 years' experience of working in industry, this can include a placement year



Qualifications and Experience: (continued)

You should also have:

- Ability to work on own initiative and as part of a wider team
- Ability to plan/organise to meet deadlines
- Leadership/management skills
- High level of interpersonal skills including strong influencing skills
- Strong problem-solving skills and the ability to think creatively

Competencies

Translink has a defined set of competencies for all managerial positions defined in a Leadership Framework entitled 'LEAD'. The LEAD Framework underpins our key 'people process,' those noted below will be assessed throughout the recruitment process:

Lead - Leadership of people and teams are a fundamental part of the role.

Demonstrates inspirational leadership and motivates others to achieve their objectives and organisational goals through involvement, providing feedback, support, and development.

Engage - Collaborating with others

Proactively develops and maintains effective working relationships with a range of diverse stakeholders, creates and manages effective networks and alliances internally and externally.

Adapt – Meet further challenges

Seeks to continually respond to challenges, innovate and add value to our customers. Focus on meeting the varying needs of our stakeholders and wider marketplace.

Deliver – Delivering results

Takes personal responsibility for making things happen. Shows motivation and perseverance in overcoming obstacles and achieving results.

Medical Requirements

- Pre-Employment Medical - Safety Critical

Additional Requirements:

- Possess a full current driving licence and have access to a car
- Be prepared to work at any of our locations throughout Northern Ireland

How to Apply

Please visit our website: www.translink.co.uk/graduateprogramme and complete the online application form! Applications will be open from 14th October 2024 - 11th November 2024.

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

What to expect - Assessment Stages

First Stage

All applicants will be short-listed against the criteria questions.

We anticipate a first stage test will also be used to measure judgement and decision making skills.

Second Stage

Those who meet the standard in this first stage may be invited to an Assessment Centre in advance of a structured interview.

It may be difficult to provide alternative dates for assessment centres

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 and Desirable Criteria

This is your opportunity to demonstrate your relevant experience and qualification/s. If you have not yet obtained your degree qualification you'll be asked to provide details of your module results to date.

Remember, the panel cannot make assumptions, you need to fully explain your role and relevant details.

This element of the application form is particularly relevant to whether or not you will be shortlisted and/ or selected for assessment.

Assessment Dates

It is anticipated that the following timescales will apply:

- **Stage 1**
(Short-listing)
November 2024
- **Stage 2**
(Assessment)
December 2024/January 2025



Our Benefits Package

We can provide an excellent reward and benefits package, including:

- 26 days' annual leave plus 9 days' public holidays
- Option to join an excellent NILGOSC pension scheme as well as concessionary bus and rail travel throughout Northern Ireland
- An employee benefits scheme, provided by an external provider that 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 £30,744 whilst you are on the Engineering Graduate Management Programme.

Development Opportunities include:

- Having a mentor/buddy to guide and support your personal development
- Experience opportunities in Operations, Engineering and all the Corporate functions
- Training including Health & Safety, Company systems and job specific courses

Diversity, Inclusion and Wellbeing initiatives:

- Wellbeing strategy and an Equality, Diversity and Inclusion strategy comprising themed monthly initiatives and events
- Access to your Translink information and all the latest news and updates through our employee Spirit App
- Policies to support an inclusive culture e.g. Family friendly policies
- Complimentary access to Inspire who offer all employees counselling services, financial advice and legal advice
- Cycle to work scheme
- Clubs & Societies (e.g. Translink Choir, Metro Golf Society, Translink Hiking Club)
- Staff Networks including a Female Network and an LGBT+ Network
- 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



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



