

ON TRACK

PROVIDING OPPORTUNITIES FOR LONDON'S LONG-TERM UNEMPLOYED

Background

STM Security, a provider of security services for London's over ground rail network, has sought recruits to fill the post of passenger journey assistants, crowd control security officers and gate line staff.

STM have previously tried to engage with the local community to offer opportunities to unemployed Londoners, but due to a number of reasons they have been unsuccessful in attracting and retaining the right individuals for the roles.

Working with Transport for London's Supplier Skills Team (SST), Job Centre Plus (JCP) and TNG Welfare to work provider, STM have opened up these positions for London's long-term unemployed, providing opportunities to re-enter the workforce for those who may not otherwise have had this chance.

Key themes

Project Brief

The project which has been facilitated through the Supplier Skills Team looked to identify how existing funding and provision could be tailored to enable local unemployed people to gain the skills required to then go on to access and sustain roles within STM.

The SST, in collaboration with JCP and a local Welfare to work provider TNG have developed a bespoke employment model. A process has been agreed whereby, JCP and TNG would provide outreach and attraction activities in the local community to aid in the initial selection of candidates against a minimum criteria set by STM. This criteria was based on minimum requirements for the roles advertised.

A bespoke pre employment training programme was then developed to assist these individuals in gaining the requisite skills needed for the positions. Along with softer skills such as motivation and confidence the pre employment training also covered topics such as health and safety, customer care, and incident reporting and resolution. This training gave applicants with no previous experience of the rail sector important knowledge of the industry. The training delivered was the Railway Safety Accreditation Scheme (RSAS) which is industry recognised and also endorsed by the British Transport Police.

The different functions of these STM recruits include providing alternative travel information to passengers during periods of disruption, managing the safety of customers during busy periods >>



“This recruitment model has been very successful in identifying the right candidates for this high-level customer service role. By providing them with a tailored pre-employment training package designed to complement their existing skills, they have been able to further develop their competencies for what is a demanding customer-facing role. All stakeholders have benefited from this approach and it is a model that we would like to continue to develop for the future.”

Stephanie Anderson

Customer Service Director,
STM Ltd



on the platform and providing officers for customer service roles on station gate lines. They also direct customers and ensure up-to-date information is clearly communicated.

Outcomes

Rodney Dixon – Ilford

Approximately 50 unemployed people from the local community have now received training and progressed into sustainable employment with STM. These recruits are filling a variety of roles within the company such as passenger journey assistants, crowd control, security officers and gate line staff.

Rodney Dixon, aged 33, is one of those who has found work through this route.

“I’ve been working in the security industry in a variety of roles for the past 10 years but for the past two I’ve been doing agency work. I heard about the positions available with STM Security through the local Job Centre Plus. I had my first interview with the JCP staff and then went for an interview with STM staff at Stratford Town Hall with the rest of the applicants. We filled out our application forms and completed an assessment test on the day and waited to hear whether we had made it through.

I was really pleased when they told me that I’d been selected to go through to the next stage. It led to a five day pre-employment training course to complete a programme called the Railway Safety Accreditation Scheme (RSAS). Rodney started with STM in a crowd control position on the new stations on the London Overground network. “I’ll be able to continue using the RSAS customer service skills I learnt in my pre-employment training there”, he says.

The Future

Due to the success of the project, and in particular its collaborative approach approximately 50 unemployed Londoners have now gained sustainable employment. STM have benefitted by realising significant cost savings both on recruitment and also through benefitting from significant reduction in training costs as a result of the pre employment engagement and training.,

The process and relationships that have been developed in partnership with JCP and TNG will be now also be used in future recruitment drives with STM. With the approach being replicable amongst other companies and industries.

STM have further shown their commitment to the breadth of skills and employment activity by appointing 2 young persons apprenticeships and are also currently considering other apprenticeships opportunities within their organisation.



“I had to complete an assessment, which I passed, and after that had three days of familiarisation training and briefings on the stations that we would be working at. We learnt a lot about working in a railway environment and how to deal with different people in different circumstances using the skills we were taught for customer service and things like conflict management.”

Rodney Dixon



For any additional information on this case study or other TfL related work in this area, please contact the supplier skills team at supplierskills@TfL.gov.uk.