

# Why Work For Us

KeolisAmey Docklands (KAD) operates and maintains the Docklands Light Railway (DLR). This is a joint venture between leading global transport operator Keolis and UK Rail and Asset Management industry expert, Amey.

Our role is to deliver a safe and reliable railway, every day, to over 124 million passengers per year. We do this by operating and maintaining the Docklands Light Railway (DLR) on behalf of Transport for London (TfL) – that is 40km of track, 38 stations and 149 fully automated vehicles. We have four manned stations on the network and a Passenger Service Agent (PSA) on every fully automated train. Our PSAs provide excellent customer service and support to all of our customers.

## Join the KAD team!

As the UK's busiest Light Rail operator, we are dedicated to ensuring that 'every journey matters' for our customers and that we are providing them with the best possible travel experience.

We are looking for talented and passionate individuals, who are committed to delivering a fantastic service.

## Our People

We recognise that our people are our greatest asset. We value and celebrate the great passion and experience they have in operating and maintaining the DLR safely. We encourage all our staff to 'think like a customer' and put them first in delivering service excellence every day, in everything we do.

All our staff, from our customer facing teams and our Engineers, to our support services team, play an important role in running the DLR. So, whatever you're looking for, we could be the company for you.

At KAD, our core values: Delivering, Caring and Innovating are important to us. We want all our staff to embody these values in the way they approach their work. In return we offer rewarding career prospects with a range of benefits.

### **Equal Opportunities**

KAD recognises the benefits of a diverse workforce. We are committed to treating all staff with dignity and respect, and we ensure our opportunities are open to everyone.

We welcome applications from all sections of the community.

## **Why We Collect Equalities Data**

We want the people who work at KAD to reflect the diversity of the people who use our service. To achieve this, we monitor data at various stages of the candidate and employee lifecycle.

By collecting data at the recruitment stage, we can monitor if our opportunities are accessible and attractive to all members of the community. The information you provide is separated from your job application.

We use the anonymised data in an aggregated form to improve our recruitment strategies where necessary. The interview panel or hiring managers will not see any information you provide.

If you require additional support in managing your data (e.g removing a 'dead name') please contact [recruitment@keolisameydlr.co.uk](mailto:recruitment@keolisameydlr.co.uk)

We will ask for equalities data again if you are offered a position. We ask again because we understand that even with our reassurance of data privacy and confidentiality, some people do not want to answer these questions at the point of applying for a job.

Once you have received an offer and reviewed our data privacy protections, we hope you will feel comfortable to answer the questions. The information will be kept on a confidential part of our HR database. It will help us evaluate our diversity profile and help us to prevent any diversity-based disparities across the business. We use the below characteristics as part of the diversity and inclusion monitoring form.

## **Positive About Disability**

If you consider yourself a disabled person and would like us to take this into account during the recruitment process, please indicate this in your cover letter or personal statement. We can make a range of adjustments to support accessibility.



# Application

At KAD DLR we provide a job description for each role advertised. We also list the skills and abilities you will need to be successful in the role. Carefully read through the job description and person specification.

Ensure your CV and Cover Letter (or Personal Statement) showcase your skills, abilities and experience as relevant to the role.

We understand that experience may be gained outside of your role (e.g. membership of steering groups and staff networks). Experience may also be gained outside of the workplace (e.g. community projects and family commitments).

We are happy to hear the variety of ways candidates have developed their skills and obtained their experience. We will make our shortlisting decisions based on the information you provide on your CV and Cover Letter only.

## Technical Assessment

We sometimes use technical assessments as part of our interview process to help us understand your technical skills and knowledge. The questions are an example of the abilities you will need to work in the role you have applied for. Some questions will help us to understand your decision-making processes too.

We recommend you read the questions carefully and consider the time allowance for each one.

# Interview Hints & Tips

## What to expect

All candidates will be interviewed by a diverse panel of at least 2 people. One of the interviewees will be the line manager for the role. Someone from HR may also be present.

The Interview stage is typically the final stage of the assessment process. Some roles will consist of 2 interview rounds. At each round you will be asked 6-8 questions regarding your relevant experience.

We will also look to see your understanding of our core values: Delivering, Caring & Innovation

We use the STARL technique when assessing your interview:

**Situation** - Describe the situation. What outcome were you expecting?

**Task** - Describe some of the challenges and obstacles you were facing.

**Action** - Describe the action/s you took to overcome the obstacles and achieve the desired outcome. Emphasise how your skills and abilities supported your actions.

**Result** - What actually happened? Did you achieve the outcome you hoped for?

**Learning** - Describe what you learned from the experience. Would you do anything differently? Or was the plan effective enough to use again?

# Online Interviews

Some recruiting and hiring managers may decide to interview candidates online. Here are some online interview tips that may help you;

## Before the interview

- Check you have downloaded the relevant apps (we mainly use Microsoft TEAMS).
- Check the audio and webcam functions on your computer.
- Ensure you have access to a stable internet connection.
- Prepare an outfit you would wear to an in-person interview.

## During the interview

- Close any unnecessary web browsers or apps to improve connection speed
- Place your phone on silent.
- Ensure you have a quiet, well-lit place to have your interview.
- Try to prevent interruptions or distractions.

# Additional Support

For an informal chat about the recruitment process or to discuss any support required please contact: [recruitment@keolisameydlr.co.uk](mailto:recruitment@keolisameydlr.co.uk)