

Route Services Commercial and Procurement Candidate Pack



January 2024

Discover your new career

We are delighted that you are interested in a career within Network Rail's Commercial & Procurement function. This candidate pack will give you an insight into what that means, and why so many people are passionate about working here.

“This is an exciting time to be joining us. We have a great opportunity to make a fundamental difference to the lives of millions of passengers. My focus is on developing amazing leaders, coaching and developing our teams for the future and making Network Rail's Commercial & Procurement team a great place to work. I look forward to you contributing to our success and us helping you to develop and grow.”

Clive Berrington, Group Commercial & Procurement director



This pack brings to life what a career in Network Rail's Commercial & Procurement function is like. There are five key sections which you can navigate to using the links below to discover more on that topic. At the end you will also find information on the [application process](#) and additional resources are available on the [Network Rail careers website](#).



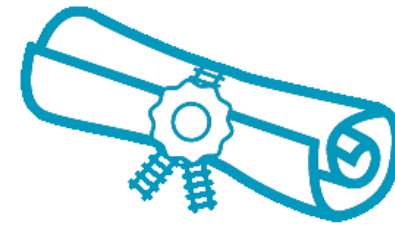
Our Purpose



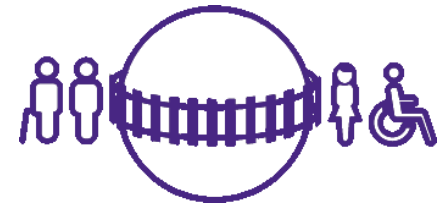
**Our Values &
Culture**



**Your Pay &
Benefits**



**Your Learning &
Development**



**Diversity &
Inclusion**

Our purpose

Network Rail's role is to run a safe, reliable and efficient railway, serving customers and communities. We exist to get people and goods where they need to be and to support our country's economic prosperity.

Network Rail spend almost £7.5bn per annum with our supply chain. This includes a portfolio of 4,000 suppliers delivering the goods, works and services required to run a safe, reliable, and efficient railway. We're a public sector company that operates as a regulated monopoly. Our income is a mix of direct grants from the UK and Scottish Governments, charges levied on train operators that use our network, and income, mainly from our commercial property estate.

“My kind of procurement is about empowering people to do the very best they can, with effective policies and procedures that enable them to be creative, innovative and support the delivery of commercial excellence for our railway.

Dal Chatta, Sourcing director



What does Network Rail do?

We own, repair and develop the railway infrastructure in England, Scotland and Wales to get the millions of passengers and freight users where they need to go, on time.

There are a wide variety of roles at Network Rail ranging from those running day-to-day operations such as signallers; engineers shaping the future of rail travel; maintenance teams responsible for day-to-day upkeep and, of course, national functions such as commercial and procurement who provide key enabling support and expertise for our wider business areas and our passengers.



Track

We are responsible for
20,000 miles of track



Bridges, tunnels & viaducts
30,000, many built in Victorian times



Managed Stations

We manage **20 of the largest stations** in the UK



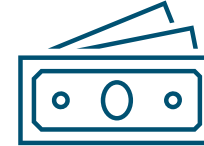
Passenger Journeys

Approximately **4 million railway journeys** are made by passengers in UK every day

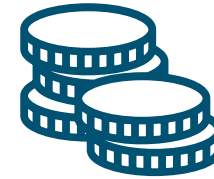
Commercial and procurement at Network Rail

- Commercial and procurement at Network Rail is aligned around four core service offerings:
 - **Category Management** develop and implement forward looking category strategies;
 - **Sourcing** procures the goods, works and services required;
 - **Commercial & Supplier Management** lead post-contract activity;
 - **Strategy & Operations** provide a framework for our people, processes and systems including compliance, risk management and training.
- There are in fact six Commercial & procurement teams across Network Rail – a Route Services team plus one team in each of our five Regions. This is the devolved model introduced in 2019 as part of our Putting Passengers First strategy. We all work as a commercial community to deliver the best solutions for our passengers and freight users.

Key statistics:



In 2021/22 we spent **£7.5 billion** with suppliers.



Spend with our railway partners accounts for **c.80% of our total funding envelope**



We are regulated by **public procurement regulations** such as the Utilities Contract Regulations 2016



There are **165 posts** in the Route Services Commercial & Procurement function and approximately 800 commercial and procurement professionals across the entire organisation

The Route Services Commercial & Procurement function is grouped under five directors each leading teams focused on delivering different services.

Commercial & Procurement Strategy



- **Category strategy** development and implementation
- Supply chain **risk management**
- **Technology** and analytics
- **Programme management** for continuous improvement activities
- **Commercial Academy** leadership

Sourcing (Materials, Operations, Logistics, Signalling)



- **Materials and Logistics** such as track and signalling materials, road haulage, road fleet and warehousing
- **Operations** such as rail haulage, seasonal treatment and fleet and engineering
- **Digital Railway, signalling and railway telecoms** including design services

Sourcing (Corporate Services, Technology & Infrastructure)



- **Corporate Services** such as facilities management, legal and management consultancy
- **Technology** including IT and specialist technology equipment
- **Infrastructure** including property, personal protective equipment (PPE) and rail-mounted vehicles

Commercial & Supplier Management



- **Infrastructure and Corporate Services** such as PPE, rail-specific plant and corporate travel
- **Technology and Telecoms** including IT hardware & software, application management and corporate telecoms;
- **Digital Railway and signalling**

Procurement Operations



- **Create, set and lead** the overall direction for **procurement policy, procedures and systems**
- Manage commercial and procurement **risk, assurance, governance and compliance matters**
- Provide **legal guidance** and **own the contract suite**
- Manage **IR35 determinations**
- Run the Business Services **helpdesk**

Here are some examples of how our teams are kept busy supporting the millions of passengers and freight users on the railways every day...

We provide the **C&P policy and process**, internal assurance, a procurement **business support desk**, **IR35 determinations**, the Network Rail **contract suite** and management of the **governance process**.

Recently this has included **working with Cabinet Office** on an appropriate implementation plan for spend controls and preparing for the **new procurement regulations**.

Procurement Operations

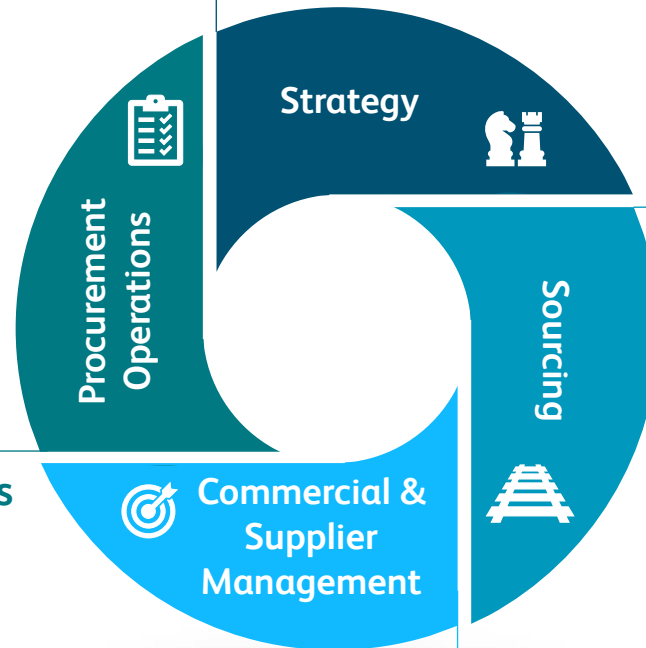
We **manage post contract commercial** activity. This includes managing our **relationships with suppliers** as well as **how contracts are performing**. We **help resolve problems** either with a supplier or our performance to **make sure contracts deliver** as well as they can.

Recently this has included **mobilisation of a new personal protective equipment framework** and delivering **£135m+ efficiencies** in existing contracts.

Strategy

We facilitate cross-company **category strategy development** and implementation, deliver **business intelligence through a multitude of technology solutions**, make sure our **supply chains are resilient** and drive forward **enhancements** and improvements for the C&P team.

Recently this has included initiating an **air operations category strategy**; assessing the **impact of rising inflation** on our contracts and delivery of **upgraded training suite** for our Commercial Academy.



Sourcing

We have 2 dedicated sourcing teams who procure goods, works and services ranging from **laptops** to **steel for tracks** to **legal services**, in an effective and efficient way to deliver **optimum value for money** for the public purse.

Recently this has included a multi-million pound framework for **personal protective equipment** such as safety helmets; **critical supplies as part of aid efforts** for Ukraine and **facilities management services** for our offices, depots and managed stations.

Commercial & Supplier Mgmt

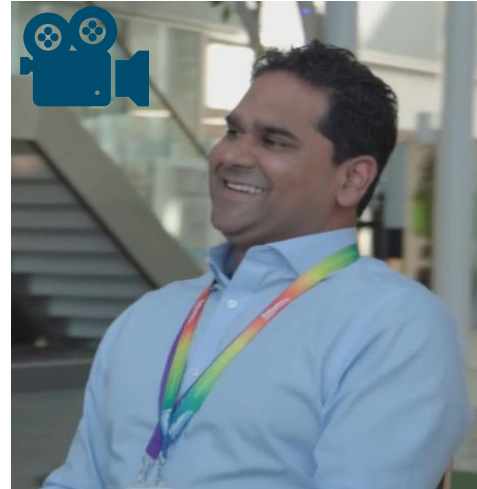
... and of course all these projects wouldn't be possible without collaboration with each other and our stakeholders

We think that Commercial & procurement at Network Rail is a great team to work in but don't just take our word for it – hear directly from our amazing team members in these videos...



“The culture is very inclusive. Straight away I felt like part of the team because I've been listened to and supported.”

Aggie Kozlowska,
Category manager



“I think the thing I enjoy most about working in my team is the atmosphere. It's a really safe atmosphere. I feel like I can be myself.”

Emma Day,
Sourcing manager

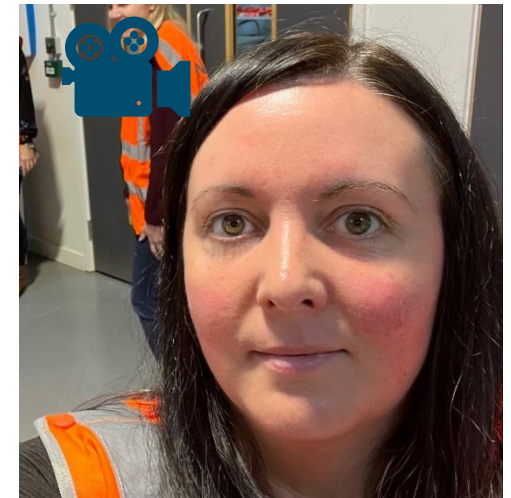
“I would encourage you to work for Network Rail because the breadth of opportunity is so wide.”

Stephen Lewington,
Head of Category Management



“I've had the opportunity to do job swaps and secondments with the full support of my line managers and directors”

Avinash Appayya,
Commercial manager



Our values and culture

Our values and culture define who we are, what we stand for, and how we behave. While we come from different backgrounds and experiences, our values are what we have in common. They guide how we work with our suppliers and each other, inform the type of work we do, and hold us accountable to do our best. They govern our actions and determine our success.

“We may be blowing our own trumpet, but our team really is something special. Our people come from all different walks of life, and it’s this mix of brilliant personalities, experiences and perspectives that gives us that warm, open and friendly culture you can feel as soon as you meet us. But however wonderfully different we all are, there are four things we’ve all got in common - and they are our four values.”

Natalie Phillips, Head of Sourcing (Infrastructure)



Values bind us together as an organisation. They remind us of what we collectively believe to be important. Ultimately, we want values to guide how we act and the decisions we make. Our values focus our people on how to operate in relation to customers on a day-to-day basis.

Empowered to ACT



We're empowered to do the right thing for those who use the rail network. It is about removing barriers and ensuring that we have what we need to be able to act, when and where it's required.

Care about People



Respect, kindness and empathy are all part of treating others the way we wish to be treated. It is simply about asking ourselves 'how can we better care for the passengers that we serve every day?'

Always Safe



Safety is not negotiable. With clear accountabilities, we must challenge ourselves and our colleagues every time we witness unsafe behaviour

Teamwork is Key



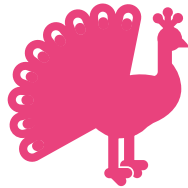
It's about mutual support, no matter what. We pull together as one rail industry, with the needs of passengers and freight users at the heart of what we do.

Our culture

Describing culture is an almost impossible task but some of our colleagues have identified some words to convey what it feels like to work within Commercial & Procurement at Network Rail and some of the personal traits we value. This is the key to what makes our culture so unique; it's a reflection of who each of us is and how we embed this into everything we do.



Determined



Proud



Big-hearted



Creative



Diverse



Collaborative



Curious

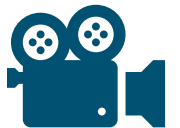


Connected



Inclusive

You can also hear what some of our brilliant team members think about the culture in [this video](#)



Your pay and benefits

Going home at the end of the day knowing you've made a difference is a lovely feeling - and so is knowing that your employer is looking after your best interests. Your reward package at Network Rail will include all the traditional elements plus a bunch of extra benefits that our colleagues value. These could be anything from paid time-off to act as a carer, to discounts on your weekly shop, to reduced leisure travel and more.

“It was the opportunities and people that attracted me to Network Rail. With that said, having the flexibility to enjoy a great work life balance was just as important. That means different things to different people, but for me, it's about being empowered to manage my days to deliver what I need to from a work perspective, while also having quality time with my family - whether that's at the weekend, on holiday or on a Thursday evening, to get back in time for football training. The health benefits are a great bonus, as they give me a bit of security that if the worst were to happen, things will be taken cared for.”



Richard Akinsanya, Strategic Sourcing Manager

Financial benefits

The reward package includes all the financial benefits you may expect and also some added extras such as the enhanced leave program. Full details will be provided as part of your formal offer.



Competitive salary

We continually review our salary ranges to make sure they are in line with the market



Bonus scheme (where applicable)

We have an annual bonus scheme or performance-related pay scheme



A choice of pension schemes for new starters

Defined contribution with employer contributions up to 7 % or an average salary scheme that has the option of becoming a final salary pension scheme after 5 years of employment. You may also be eligible to join the final salary scheme immediately if you are already a member of the Railways Pension Scheme – see [Network Rail Pensions website](#)



Season ticket loan

This is really handy for those who travel to work by rail. We can loan you the cost of an annual season ticket with a subsidy for up to 75% of the cost



Private medical cover

This is currently provided by AXA Health with the option to buy additional cover (as applicable) for family members or take a cash alternative



Enhanced leave

We provide paid entitlements for sickness, maternity, paternity and adoption leave in addition to carer/volunteer leave and ability to buy, sell or bank annual leave

Other benefits

Once you've joined Network Rail you will have access to a wide variety of benefits and discounts which can be accessed anytime via a dedicated benefits website. Some of these are via salary sacrifice*



Discounts and shopping

Whether you're shopping for essentials or treating yourself to a luxury item, you get access to discounts at 100's of the top UK brands including O2, John Lewis, AirBnB and Sainsburys



Cycle-to-Work scheme

If you prefer to cycle to work, then a tax-free bike and accessory loans scheme is available



Gympass

Love keeping fit? Gympass is a flexible all-in-one subscription for discounted access to gyms, studios and wellbeing apps (six different plans available)



Leisure travel scheme

Want to travel by train on your days off? You are entitled to 75 % discounted leisure travel. This benefit can also be used by your immediate family members.



Employee assistance programme

Life is full of ups and downs and things can get tough for all of us sometimes. We offer a free, confidential service to get professional support and advice on a range of issues; such as stress, relationship difficulties, bereavement, family difficulties, anxiety, debt, medical matters, legal advice and more. It's there if you need it.

* Don't forget that some of these may be taxable benefits that will appear on your P11D each year.

Your learning and development

We thrive on creating an environment that helps everyone to be the best that they can be. The differences between us are what add depth, strength and creativity to our work, allowing individuals and teams to harness their talent and capabilities to improve the safety, reliability and efficiency of railway. We aspire to make the best use of our people's talent and capabilities and to provide real opportunities for your professional development.

“We may be (totally, utterly and completely) brilliant, but we’re certainly not complacent about it. We like to keep on learning, adapting and moving with the times to make sure the services we provide are top notch and do what they say on the tin. When you come and work with us, we’ll encourage you to do the same things; learn, adapt, be brilliant. That’s why we have our own Commercial Academy to help you towards becoming the best version of yourself. “

Sarina Mitchell, Commercial Academy lead



The Commercial Academy will help with your personal development plan and provide you a tailored learning pathway to support you to develop professionally and for personal growth. By investing in you, we're investing in our future which is why we take the time to create bespoke training programmes for everyone, tailored to the direction you want to take your career in. We believe by doing so, we're not only meeting our immediate needs, we're also encouraging you to build your future with us.



Enhanced development through coaching, mentoring, leadership programs, accreditations etc.



Work-based learning to incorporate development needs into your day-to-day job



E-learning to deliver formal training to enhance knowledge



Development Needs Analysis through a role-based competency framework



External resources such as CIPS, Procurement Leaders and Government Commercial College



Soft Skills development to complement technical skills

Diversity and inclusion

We're dedicated to creating an inclusive environment for our people. We want our employees to reflect the diverse communities that we serve. We welcome different and fresh ways of thinking and encourage a culture where people feel empowered to act.

We have over 2,000 diversity and inclusion champions who act as local change agents. These colleagues work across the business, role model inclusive behaviour, sign-post colleagues to help and ensure availability of the right resources. They challenge us to do better, where our behaviours can improve, and drive us to be more ambitious.

“Our diversity and inclusion champions are working hard across the company to make this a place where people feel able to bring their best selves to work, supported by inclusive behaviours, great flexible working practices and technology that supports a focus on what you deliver, not where”

Ripesh Patel, Commercial & Procurement Strategy director



Our seven employee networks

We have seven employee networks that contribute towards us being a more open, inclusive and diverse organisation. They help us to understand our differences and similarities and improve communication around the business. They also provide support to individuals and teams and offer fresh opportunities to be involved as part of Network Rail.



Everyone matters is our diversity strategy. Our aim is to be an open, diverse and inclusive organisation that is better at reflecting the communities that we serve.



We are really pleased with the progress we are making and have won a number of awards along the way... [here's a list of our awards from the last couple of years.](#)

Application process

Well, you've read a little bit about us - now it's over to you. If you like what you've read so far and think you can see yourself as a Network Rail person, it's time to apply!

When applying, it's important you share all the relevant information from your CV. You've likely got a really good understanding of commercial and procurement activities - please do draw these out. Talk about the amazing work you've done and the differences you've made. We are really interested to know who you are and why you're great.

“We are looking to employ creative, collaborative, determined, curious and big-hearted people. Does that sound like you? As part of the recruitment process, we want to get a sense of who you are. We're not just looking for ways you fit well into your role, we're looking for how you fit with the wider Commercial & Procurement team, too.”

Phil Bennett, Commercial director



Application process

There are several, but simple, stages in the application process and we promise to be fair, consistent and diverse throughout your recruitment journey with us!



Application

Apply online [here](#) (selecting Route Services) or through discussion with your contact if you have been approached by one of our approved recruitment agencies.



Interviews

Interviews will be virtual via MS Teams for up to an hour and a half. There will be plenty of time for you to ask questions.



Outcome

If you're successful after an interview, we will contact you with further details including salary, benefits and anything else as part of your offer.



Pre-Employment Checks

All offers of employment are conditional upon satisfactory completion of vetting such as right to work and identity check, employment references and a drugs and alcohol test.