



Rail Conductor Opportunities

Working for Translink

Translink

Better.
Connected



Your first choice for travel, today, for tomorrow.

Translink Vision

Translink

Welcome to Translink

Foreword

Thank you for your interest in becoming a Rail Conductor with Translink. 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 4000 employees and are currently working on our Better Connected Strategy aimed at increasing the numbers of people choosing to travel on Public Transport in Northern Ireland.

Translink has a number of exciting projects underway that won't only change the NI landscape but ensure we meet the Climate Action Pledge to reach net zero carbon by 2040. Grand Central Station, our landmark Belfast Transport Hub, a multi-million-pound project is transforming public transport, delivering a modern, high quality, integrated transport hub for bus and train services across Northern Ireland and beyond. Furthermore, we have implemented contactless ticketing across the network with major capital investment in new trains providing additional, attractive public transport that will reduce Northern Ireland's carbon footprint and improve air quality.Translink is inviting passionate, safety-focused individuals to apply for the role of Rail Conductor. This is more than just a job — it's an opportunity to be part of a team that keeps Northern Ireland moving, delivering a vital public service with pride and professionalism.

As a Rail Conductor, you'll play a key role in ensuring our passengers enjoy safe, reliable, and comfortable journeys every day. Whether you're looking for a fresh challenge or a meaningful career change, we offer comprehensive training, excellent benefits, and the chance to make a real impact in connecting our communities.

If you're calm under pressure, committed to safety, and thrive in a customer focused environment, we'd love to hear from you.

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



Ian Campbell
Director of Service Operations

Background

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 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 have a number of exciting projects underway that will positively contribute to the NI economy and ensure we meet our Climate Action Pledge to reach net zero carbon by 2040.



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 today, for tomorrow.'**

Our people are integral to everything we do. Translink remains committed to engaging with and supporting colleagues across the organisation, and the Translink Spirit will continue to play a key role in our future success.

S

Safety

We put safety first by taking care of the people around us.

P

People

Our people make the difference in the service customers receive. We respect one another and have a culture based on Equality, Diversity and Inclusion.

I

Innovation

We seek out new ideas and creative solutions to business challenges and are agile and responsive to the changing needs of our stakeholders.

R

Responsibility

We are responsible for our actions. We are good neighbours and corporate citizens in the communities where we operate.

I

Integrity

Our actions are fair, ethical and trustworthy, underpinned by an inclusive culture.

T

Teamwork

We work together to deliver the best results. We encourage collaboration to build and nurture valuable partnerships.





Is this a Career for you?

A Role with Responsibility

Keeping Northern Ireland Better. Connected.

At Translink, our people make the difference. As a Rail Conductor, you'll be at the heart of our railway, helping us deliver safe, reliable and welcoming journeys for our customers every day.

You'll be a visible and trusted member of the onboard team, helping customers feel safe, informed and supported throughout their journey.

Whether you're assisting a customer, providing clear travel information, carrying out important safety duties or responding to an unexpected situation, you'll play your part in keeping our railway moving and connecting people and communities across Northern Ireland. This reflects Translink's wider aim of connecting people with work, education, services, leisure, friends and family.

More than a job. A career that keeps people connected.

What We Look For

To thrive as a Rail Conductor, you'll need to demonstrate:

Safety First
Stay alert, follow procedures and put safety at the heart of everything you do.

Customer Focused
Provide a friendly, helpful and professional service that makes customers feel welcome and supported.

Clear Communication
Communicate confidently and clearly with customers and colleagues.

Calm Under Pressure
Stay composed and respond professionally when situations change or challenges arise.

Attention to Detail
Stay focused and follow procedures carefully to help deliver a safe and reliable service.

Reliable & Punctual
Be dependable, punctual and ready to play your part in keeping services moving.

Flexible & Team Focused
Work collaboratively and be flexible to work shifts, including early mornings, evenings, weekends and bank/public holidays.



About the job

Rail Conductor's are located throughout Northern Ireland

Locations

Roles may become available throughout Northern Ireland, including:

>Belfast

>Bangor

>Portadown

>Larne Harbour

>Coleraine

>Derry/Londonderry

Onboarding and Training

- Induction
- 11 week training programme to include a mix of operational, customer service and role-specific courses.
- Support from Experienced Trainers/Supervisors
- Professional development

Benefits when working for Translink

- Attractive salary
- Excellent opportunities for career progression and personal development
- Membership of the NILGOSC Pension Scheme, including death-in-service benefits
- Company Sick Pay Scheme
- Wellbeing support, including access to a free and confidential Employee Assistance Programme
- Cycle to Work Scheme
- Optional Company Welfare Fund



About the job

Essential Criteria

You could be great for the role if you:

- Are **aged 18 or over** at point of application in line with railway regulations.
- Possess **3 GCSEs or equivalent at Grade C or above including Maths and English**
- Have a **minimum of 2 years' experience in a customer-facing role?** To include regular, direct, face-to-face interaction with customers or members of the public, including dealing with complaints or conflict.
- Have a **minimum of 1 year's experience processing customer transactions and payments** using electronic/digital payment or point-of-sale systems.
- Have the **right to work in the UK.**
- Can work a range of shifts, including **early mornings, afternoons, nights, weekends and bank/public holidays.**
- Can meet the required **medical standards,** including hearing, vision and normal colour vision.

Sound Like You? **We'd love to hear from you.**

Duty Hours/Annual Leave

Average working week of 41 hours (Monday to Sunday), including Public & Bank Holidays

- Fixed rest day and roster template **(subject to timetable changes)**
- Weekly provisional roster issued on the Thursday of the preceding week
- Range of early, middle and late shifts across the operational day
- Nightshift working may occasionally be required
- Annual leave entitlement is 30 days rising to 34 days after 2 years, inclusive of public holidays..
- Holiday year runs from 1 January to 31 December
- Holidays are allocated across three seasonal periods:
- January to April: 1 week
- May to September: 2 consecutive weeks
- October to December: 1 week
- Additional days may be taken upon request and are subject to operational coverage

Pay Rates

These rates are effective from 1st April 2026.

Type	No. Weekly Hours	Timeframe	Salary
Training - Training school and on the job	41	11 Weeks	£547.22 per week
After Training	41	Ongoing	£713.28 per week

How to Apply

To register your interest visit:

www.translinkcareers.com

You will then be issued a link to complete an online application form.

You should keep an eye on your email inbox, including your spam/junk folder, for updates on your application.

We are an equal opportunities employer and are committed to diversity and inclusion within the workplace.

If candidates believe they may be disadvantaged at any stage of the recruitment process due to a disability, including hidden disabilities such as neurodevelopment conditions, they are asked to declare this on the formal application form.

Reasonable adjustments will be supported throughout the recruitment process.



Recruitment Process

Stage 1: Register Your Interest

Submit your registration of interest via www.translinkcareers.com

Stage 2: Complete Your Application

Complete and submit your formal online application.

Stage 3: Rail Conductor Recruitment Event

Candidates who successfully progress through the application stage will be invited to attend a Rail Conductor Recruitment Event, which will include a role-play exercise.

Psychometric Testing

Candidates may be asked to complete an online psychometric test as part of the assessment process.

Waiting list

May be created and held for 12 months

Stage 4: Pre-Employment Checks

Successful candidates will be required to complete pre-employment checks, including: Medical assessment, Employment references and a Right to work verification.

Before Starting

Prior to commencing in the training academy, you will be required to complete a company medical and a number of pre-employment checks. On completion of these checks, a start date will be confirmed in line with your current notice period. We will contact your referees prior to confirming your start date.

We will issue you with a Conductor contract which will outline the terms and conditions of your employment, along with a link to our online induction portal to complete onboarding documentation.

You should discuss any holidays you have planned with the recruitment team, as holidays may not be granted during your training period.

Rail Conductor Profile

Anthony Walker

Location: Lanyon Place

What attracted you to the Conductor role?

The shift patterns are what attracted me initially. I have a young family- a traditional 9-5 job wouldn't have suited me.

A Conductor role allows me to plan being involved in school runs, make school events that I otherwise would have missed.

I also like to be out and about, be in different places and speak to a wide variety of people. An office job was never for me.

What was your favourite aspect of training?

I had actually never stepped foot on a train before. I found the training so interesting, learning the inner workings of how the Railway operates.

What advice would you have for someone thinking of applying?

Go for it. There are so many good aspects to this job. It is incredibly rewarding- you get to help some of the most vulnerable members of society.

You get to meet so many people, whether its customers or people who work in the railway. There is an incredible comradery amongst Conductors, station staff, drivers and managers. You wont get a job like it anywhere.

I have never felt so supported.

What is the most challenging aspect of being a conductor?

Managing event nights on board trains can be challenging. But once you are in and have done a few nights, you quickly get to grips with it. Learning from other colleagues and Supervisors is invaluable.





Rail Conductor Profile

Leanne Anderson

Location: Bangor

What is your favourite aspect of the Conductor role?

Definitely customer service- I love helping out passengers with their journeys from A to B. There is a great fulfilment in the job- I pride myself in being part of this organisation and delivering an exceptional customer service.

It is incredibly diverse- you meet every type of person. I also feel very supported by my wider team- my colleagues and Supervisors.

What was the most challenging aspect of training?

I came from outside- I knew nothing about trains or Rail. It did feel a bit daunting in the beginning. I was worried I wouldn't retain what felt like a lot of information.

However the training is a mix of practical training and a classroom environment and I quickly came to enjoy it. The Supervisors who delivered the training were incredibly supportive. They were adaptable to all learning styles and I felt very reassured.

What advice would you have for someone thinking of applying?

Be open-minded. Take every opportunity and embrace the training that is provided. I recommend this job to anyone looking for a great company with a wide variety of career paths.

If you take pride in your work and you work hard you will do well.



Equality, Diversity & Inclusion

Translink are leading the way with an established Equality, Diversity & Inclusion strategy. We are committed to having a diverse workforce that reflects the Northern Ireland population and developing an inclusive culture where everyone feels welcome.

We have three employee led networks that create an opportunity to connect with other colleagues and influence change. They are:

- Women In Translink (WIT) Network
- LGBT+ Network
- Cultural Network

Our EDI programme of events includes Pride, International Women's Day, International Women in Engineering Day and Global Diversity Month

To demonstrate our commitment to making progress we are proud members of Stonewall's Diversity Champions Programme and obtained the prestigous Silver Charter Mark through Diversity Mark.

Silver Diversity Mark

Stonewall GLOBAL DIVERSITY CHAMPION

INVESTORS IN PEOPLE®







How to apply

Register your interest:

www.translinkcareers.com



THAT'S THE TRANSLINK Spirit YOUR FIRST CHOICE FOR TRAVEL

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