

Personal Details

Overview

Last Name

Tran

First Name

Hoang Duy

Email Address

hoangduytran1960@gmail.com

Disability Information

Do you consider yourself to be disabled under the Equality Act 2010?

No

If Yes, would you like to take part in our disability confident commitment?

Do you need any reasonable adjustments/modifications as part of your application

No

If yes, please provide details of any reasonable adjustments/modifications

Have you ever served in the Armed Forces? Network Rail has an MOD Partnership

No

Do you require a work permit to work in the UK?

No

Have you ever worked for Network Rail?

No

If Yes, enter your reason for leaving Network Rail (or enter n/a)

N/A

Please state your current salary and any other benefits

N/A

Would you need to relocate for this role?

Yes, within the UK

Have you had a full, clean and valid UK driving licence for more than 12 months?

No

Address

Address Line 1

21 Fox House

Address Line 2

Maysoule Road, Battersea

Town

London

Post Code

SW11 2BX

Country

United Kingdom

Phone Numbers

Phone Type	Phone Number	Times to Call
Home		
Personal Mobile	07424355760	Any
Work		

Documents

File Name <sup>▲</sup>	File Type <sup>▲</sup>	Upload Date <sup>▲</sup>	Description <sup>▲</sup>
<a href="#">Hoang Duy Tran new CV with interpreter and UNHCR_01.pdf</a>	CV	03-Nov-2021	

Application Assessment

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CSA Southern Region

(Answer all questions in this section)

1. As a Customer Service Assistant in the Southern Region, you will be contractually committed to a working roster, this will include night time working, up to 12 hour shifts and working bank holidays (this could include Christmas). Will you be comfortable in accepting these terms of employment?

Yes

No

2. As a Customer Service Assistant you will spend the majority of your shift on your feet amongst the general public, completing your required duties. Are you comfortable and able to walk up to 18,000 steps on average as part of your working day? Please confirm you understand that this is a requirement of the role and are able to carry out the duties unassisted.

Yes

No

3. As a CSA, you will need to enjoy working as part of a big team. This includes your colleagues at the station but also the wider railway community. Are you a team player who is happy to help others, if so, please answer YES to this question.

Yes

No

4. CSAs have a responsibility for the safety and welfare of all Station users. This is a huge responsibility and if not taken seriously, your actions could potentially have fatal consequences. Please confirm by answering yes that you have read and understood Network Rail's safety vision and that you are fully committed to keeping yourself and others safe by following the rules and regulations.

Yes

No

5. Effective communication is key. You will need to be able to both listen to instructions and communicate clearly, precisely and professionally with everyone. At times, you will also have to challenge others and be expected to 'speak up', especially when safety is compromised. Are you a good and confident communicator? Please confirm by answering yes.

Yes

No

6. In this role you will be expected to stay vigilant and alert and maintain an awareness of your surroundings. Unexpected events can happen at any time and you need to be on hand to respond. Thinking about your own working style, are you someone who would prefer to be based in an office and have minimal responsibility for your working environment? If so, please answer YES to this question.

Yes

No

7. As a CSA, You need to be someone who works well under pressure so that everyone gets home safe every time. Are you able to keep a cool and level head when facing stressful situations. Is this you? If so, please answer YES.

Yes

No

8. In this role you will be customer facing and will have to be someone who enjoys helping and assisting them, even during difficult situations. Some of your customers may not be happy especially when trains are delayed or there are other issues at the station. If you think about this type of situation, how does it make you feel? Are you someone who finds challenging conversations and frustrated customers difficult or upsetting to deal with? If so, please answer yes to this question.

Yes

No

9. In this role, you will need to follow rules carefully and ensure others do the same. This will mean you will need to get to know them but also to apply and stick to them in every situation. If you think about your own views to rules, do you think 'rules are there to be broken'? If so, please answer Yes to this question.

Yes

No

10. As a CSA, you will sometimes be encountered with difficult situations where you will have to deal with people who are injured or distressed or even challenge individuals who are acting suspiciously or aggressively towards you. This is not just a customer service role - you are part of the security team to keep all customers safe at the station. Please answer YES to this question if you understand the nature of this role and have researched the job thoroughly before applying.

Yes

No

Job Posting Details

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Job Posting Information

How did you hear about this position?

Indeed

Other - Please Specify

Security checks

Should your application be successful, all offers of employment are conditional upon satisfactory completion of Government [Baseline Security Standards](#) (BPSS) (\*Some of these checks may include passing your personal information to a third party).

Network Rail will carry out a basic [criminal record check](#) for any unspent convictions, in accordance with this standard.

Furthermore, some roles may require you to undergo [National Security Vetting](#) (this will be highlighted within the advert). This will include a counter terrorist check in accordance with the Home Office ([regulated for the transport sector](#)).

By proceeding with your application, you are confirming you have read and understood the above statements and acknowledge these are a condition of your application progressing.

Declaration of Application

By proceeding with your application, you are confirming all information provided is wholly truthful to the best of your knowledge and you understand any false statements or deliberate omissions within this application may result in Network Rail withdrawing your application from the process.

All information held by Network Rail is stored in accordance with the [General Data Protection Regulations 2018](#) (GDPR) and [Network Rails Privacy notice](#).