

capability statement

Signalling Department, Technical Division, Randstad CPE

overview

Randstad is a multinational human resource consulting firm that has recently celebrated its 60-year anniversary. With a turnover of over €20b, it is involved in a considerable number of business sectors spanning multiple countries. The CPE Business (Construction, Property, Engineering) includes a Rail Division that has been delivering for 8 years, with a turnover of £40m.

The company's drive to improve the range and quality of services it delivers brought about the creation of the Technical Division within Rail. The Technical Division, which includes Signalling, OLE, and Track Access, focuses on the delivery of skilled staff, services, solutions and multi-discipline projects, inclusive of full fixed price delivery.

personnel

All of our Signalling Staff are primary sponsored by Randstad and do not work for any other companies. We believe that managing a known workforce shows our commitment to development, compliance and quality. With consistent, loyal staff, we can understand their strengths and weaknesses, allowing us to identify our areas for recruitment and development. Ensuring we recruit staff with the right attitude who share our beliefs is key, therefore retaining these staff on a permanent basis supports the company ethos for developing and expanding the Signalling Team. Ultimately it is our skilled staff that deliver a quality service to our clients.

capability

The Signalling Department is made up of Managers and staff who have experience in delivering the following types of work; Plain Line Track Renewals, S&C Renewals, G110 Works, High Output Track Renewals, New Works Projects, Location Case & REB Factory Build, POE Build-up (at manufacturer's site), SMTH cover for prep and follow up works.

Our experienced and competent, IRSE Licensed staff cover roles that include; Assistant Installer, Technician, Installer, Team Leader, Point Fitter, SMTH Tester, G110 Tester.

With senior staff, including CREs, Project Engineers, Supervisors, G110 Authors / Checkers, we are able to support our clients at all levels of planning, management, supervision, materials procurement and delivery. Our support can range from supplying key staff to delivering complete multi-discipline solutions.

Our staff are based nationally and we are happy to deliver works in any part of the country. All necessity for travel, accommodation and subsistence is accounted for in our costs. As well as ensuring we maintain compliance, this also gives our clients confidence in our professionalism and commitment to deliver.

competence

Having a known workforce means we know what competencies we have and what numbers we have available. This means we are able to commit to works knowing we can deliver and work with our clients to look at upcoming work banks to ensure we continue to recruit or train. Our commitment to retaining the right type of people, not only ensures our business grows while maintaining a quality service, it means our clients know what to expect from our staff.

With the Department led by experienced Signalling Managers, we understand our client's requirements, so plan and deliver the works, accurately explaining to our staff what the job involves. All of our staff assessed, mentored and developed consistently by our Managers, who are supported by our in-house IRSE Assessors.

experience

All members of our Signalling Management Team have the first-hand experience at delivering the range of works we support and services we provide, gained from decades of practical industry involvement. This technical understanding of the jobs we undertake and what we expect of our competent staff is directly applied to translating the client's needs into successful completion.

Our Managers verify the competence and experience of any staff before they are assigned to works of any complexity and any mentorship or training needs are implemented internally. All of our staff are issued with the tools, test equipment and plant they need to carry out the works they are assigned to do. Where required as part of larger contracts, our team will also manage the procurement of components, consumables and multi-discipline interaction.

By having technically competent Managers involved in planning and delivery of all works of all levels of complexity, the same commitment to quality is maintained for the job no matter how small.

reliability

All of our staff are supported 24/7 by a Signalling specific on-call which is delivered by an experienced Signalling person, to ensure we are able to provide technical guidance to our staff on site. This on-call also ensures all aspects of delivery on a shift by shift basis that are not just technical, such as; any illness, travel delays, any other shift related issues.

Additional reliability is provided by our staff carrying contingent spares and consumables to attend to common faults or incidents. We are able to implement this benefit because we have consistent teams of a known capacity and capability, which also drives efficiency. Efficiencies of faster delivery of works on-site, or to a higher quality requiring less snagging come from staff familiarity. Staff familiarity of both the site and with the delivery depots. Different depots work in different ways, which is driven by them working in different regions and is why network rail have decided on route devolution. By having consistent staff, working with consistent teams in consistent areas, downtime due to site familiarisation, local instructions, understanding different requirements for each depot are saved. Also, building working relationships with the team means each person understands the other's strengths and can be used to deliver quicker, offer mentorship to staff or take on the responsibility