

Shared knowledge, Support and Making a Difference – the Foundations for a Rewarding Career



OSBORNE

In any role, the ability to soak up knowledge from those around us is probably the most valuable learning experience you can have. Assistant Technical Manager, Andrew Wright, found this invaluable as he settled into his career in Rail.

"I joined the Osborne Infrastructure Engineering team about 18 months ago. We provide technical assistance for all the different teams and projects. The role involves looking at temporary works designs to ensure the project can be done safely, for example scaffolds for access and cranes for lifting materials into position."

"I was new to Rail and the thing that really helped was having really knowledgeable colleagues who were happy to share what they knew. Particularly in my team, there are engineers with very good all-round knowledge and experience of how construction works, how problems should be resolved and how complex elements work together. The everyday interactions and being around really experienced people has helped me learn and develop."



"Over the last 18 months, I've been taking on more demanding and complex solutions. And I have now started helping the more junior members that have recently joined to develop and get to grips with their role. In infrastructure, it's really nice to work with a diverse range of people from different backgrounds. Everyone has different knowledge and experience to bring to the table, which is really positive."

Formal Training

Informal learning from day-to-day interactions with colleagues is supplemented by formal training to make sure new recruits are fully competent in their role.

"The training that's available has also been extremely helpful. I was able to do the Personal Track Safety (PTS) training, which provides a very good foundation to rail and relevant terminology.

"I also completed the Site Management Safety Training Scheme (SMSTS) and the Asbestos Awareness course, which were delivered by our experienced Safety Team. Not only have the courses given me an understanding of the issues the Site Teams can encounter and must overcome on any project, but it's also great to have such a range of training resources available in-house."

Support When You Need it Most

Osborne's learning culture helps to ensure that people are ready to step up as opportunities arise, while the caring culture helps everyone to feel supported.

"Definitely in our team, we've grown significantly, which means there is room to progress on to other roles. I feel like I'm trusted to do my job and to be able to respond to whatever comes up in my personal life without being questioned, which is very reassuring and shows there is a great level of respect for employees.



Andrew
Wright

"It's really positive to be encouraged to have a good work-life balance. We aren't expected to be working until midnight on a Friday night. It's also about encouraging us and helping us manage our time better so we are not in a position that we have to work outside of working hours."

"There is also a large network of Mental Health First Aiders at Osborne. You can choose to speak to someone who works relatively close to your area. They understand Osborne and can offer specialised guidance and support based on knowledge of your sector and role. It's really helpful having a big list of people you can turn to when you need advice and support."

"There is also an emergency counselling service available, which has been especially helpful during lockdown when people may be struggling more than usual."

Doing Work that Matters

Another powerful factor in job satisfaction is the feeling that the work we do matters.

"Particularly in lockdown, being told we were key workers highlighted the fact that a great deal of the work we do is the difference between trains being able to run and not being able to run, and supplies being able to move around the country. Not doing the work would mean that this wouldn't be possible.

"I grew up in a rural area. I know what a difference a good rail service makes. It's rewarding to know that the work we do makes a difference to people's lives. I'm also looking forward to working on Access for All projects to make the rail system more accessible for everyone."

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