



EAST MIDLANDS RAILWAY

**Customer Host Mentor
Working Arrangements
and
Utilisation Agreement**

Implementation with effect from
18th February 2025

CONTROLLED DOCUMENT - ISSUED BY EAST MIDLANDS RAILWAY LTD, HR DEPT
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Mentoring Agreement for Customer Hosts, 18th February 2025

Background

The principles contained within this document have been accepted by The National Union of Rail, Maritime and Transport Workers ("RMT") and East Midlands Railway Limited with effect from 18th February 2025.

For the avoidance of doubt, this agreement will be reflected in the On Train Conditions of Service.

The signatories to this agreement:

Rob Mercer

Head of On Train
For and on behalf of East Midlands Railway
Limited



Date: 24/02/2025

~~Michael Lynch~~

Eddie Dempsey

General Secretary
For and on behalf of RMT



Date: ___ / ___ / ___

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1. SCOPE

- 1.1 This agreement applies to all Customer Hosts.

2. DEFINITIONS

- 2.1 **Trainee:** Any Customer Host undergoing initial training.
- 2.2 **Mentoring:** Practical/technical training, such as the accumulation of hours for Customer Host duties, which may be delivered in a variety of environments.
- 2.3 **Customer Host Mentor:** A Customer Host who is competent (or working towards mentor competency) and authorised to deliver Mentoring.

3. MENTORING PRINCIPLES

- 3.1 That the prime consideration of training should be the needs of the trainee, delivering quality training focused on those needs as efficiently as possible.
- 3.2 That train working should, whenever practicable, be delivered on productive turns of duty so that the trainee experiences in training what they are likely to experience once training is complete.

4. GENERAL

- 4.1 The Company reserves the right to determine the number of Customer Host Mentors required at any time.
- 4.2 The Company will share Customer Host Mentor establishment at On Train Functional Council quarterly.
- 4.3 Where training on productive turns of duty, rostering will be subject to the general rostering arrangements in place.
- 4.4 Trainees will take up the line of work of the Customer Host Mentor.
- 4.5 Necessary training documentation should be completed within hours of duty.
- 4.6 Mentoring will be given on a one-to-one basis (i.e. not multiple trainees). In exceptional circumstances multiple mentoring may take place where mutual agreement is in place with management, trainee and mentor.
- 4.7 Customer Host Mentors will also be used to mentor existing Customer Hosts who require a period of mentoring.

5. PAY

- 5.1 Customer Host Mentors to receive an annual base salary that is fixed at 4.0% higher than the annual base salary (excluding all other allowances) of the post of Customer Host.
- 5.2 The rates of pay for the role are to be published annually in the Customer Services Pay Matrix.
- 5.3 The rates of pay based on 2024 salaries are shown in the table below as an example:

	Description	April 2024
Customer Host	Upon taking up full duties and a place in the roster.	£ 26,611.43
Customer Host Mentor	Experienced Customer Host authorised to mentor. Base salary is 4% higher than the Customer Host salary.	£ 27,675.89

6. TRAINING ON OVERTIME

- 6.1 Training may be carried out on the Trainee's rest day, or any day outside the guaranteed week, by mutual agreement between the Trainee and Customer Host Mentor provided that a member of the On Train Management team has confirmed the turn of duty will contribute towards the Trainee's training needs.
- 6.2 Overtime worked by the Trainee will be paid as at the rate of pay as defined in the On Train Conditions of Service.

7. DUTIES OF A CUSTOMER HOST MENTOR

- 7.1 Key responsibilities and duties are identified in Appendix A.

8. COMMENCEMENT OF AGREEMENT

- 8.1 The process to recruit to the Customer Host mentor grade will begin on 19th February 2025.
- 8.2 Customer Host Mentors must successfully complete training determined by the Company and attain the qualifications or standards set by the Company for the role of Customer Host Mentor.
- 8.3 Customer Hosts who currently undertake Mentor duties and submit an application form will be guaranteed an interview for the role of Customer Host mentor.
- 8.4 When an appointed Customer Host Mentor fails to meet the standards set by the Company for the role of Customer Host Mentor, a one-to-one meeting will be held with the individual, their Trade Union representative, and their line manager to understand whether any additional support or training is required. If it is deemed that they will be unable to meet the standards set by the Company for the role of Customer Host Mentor, then the Company will provide the individual with 8 weeks' notice of their basic annual salary being reduced from the Customer Host Mentor basic annual salary to the Customer Host basic annual salary.

9. RECRUITMENT

- 9.1 All positions will be advertised on the internal vacancy list or locally if required.
- 9.2 The Company reserves the right to select and make appointments to the role of Customer Host Mentors.
- 9.3 Selection and appointment will be based on suitability and will have to satisfy the minimum requirement set by legislation as in force at that time and as may be amended from time to time; and the minimum requirements set by applicable EMR standards.
- 9.4 The successful Customer Host Mentor will receive details of their responsibilities as contained in Appendix A.
- 9.5 New pay rates shall commence from the date of appointment.

10. PERFORMANCE

- 10.1 The performance of the Customer Host Mentor will be continually monitored and assessed by the On Train Management team to continue to develop the individuals in those roles, and to ensure that training is of a high quality and meets the needs of Trainees.

11. NOTICE PERIOD

- 11.1 Customer Host Mentors who do not wish to continue in role must give notice of intention to resign from those duties of not less than 8 weeks. This is to allow planning to continue to deliver Trainees' training needs.

11.2 A Customer Host Mentor who resigns their post will, on completion of their agreed notice period will revert to the Customer Host rate of pay.

12. REVIEW

12.1 This agreement shall be reviewed annually with the On Train Functional Council to ensure the agreement continues to meet the intended principles.

APPENDIX A: CUSTOMER HOST MENTOR RESPONSIBILITIES

In addition to the existing Customer Host Job Description, the following applies for Customer Host Mentors:

Duties

- Mentoring of practical/technical training of Trainees
- Able to provide practical/technical training for all duties required of a Customer Host
- Completion of documentation necessary for training, including paperwork relating to feedback.
- The mentors may act as recruitment champions attending assessment days assisting in the selection and recruitment of new staff.
- Mentors may carry out briefings with existing staff, updating and checking knowledge levels on a one to one basis.

Person Specification

- Minimum of 1 years' experience in the Customer Host role
- Demonstrates role model customer service skills
- Can coach and support others
- Challenges poor practice, and leads by example
- Capable of supporting an individual's training needs
- Has completed or is willing to undertake EMR Mentor training
- Is willing to undertake EMR train the trainer training