

## Moving ahead New face at New Street



*“I like the sense of ownership and responsibility that comes with being a Station Manager. People look to me to make decisions and I can really make things happen.”*

*Susan Kirkwood, Station Manager at Birmingham New Street station*

***Birmingham New Street station is undergoing £600m redevelopment to meet the needs of the city and wider community for the 21st century.***

With a team of over 150 people, as well as four train operating customers and around 120,000 passengers a day at New Street, it's both an exciting and challenging time for Susan.

*It's the scope and variety of issues that are the biggest challenge for me. With that kind of diversity, I'm juggling priorities and making decisions on situations I might not have seen before and might not see again, and that's what makes it both challenging and a great experience.*

After joining in 2001, Susan gained experience in a number of roles including being part of our internal communications team and as a Customer Manager before moving into her current role in 2008. It was this opportunity to gain a wide range of experience that confirmed to Susan that her career was in the rail industry.

*The railway provides an essential service for the country, and I wanted to be a part of that. On a selfish note, I wanted to work in a large organisation that could offer a variety of opportunities for me to find what I do best.*

Network Rail represents a new beginning, a new vision and a new way of delivering Britain's railway. We are investing in our workforce and introducing new technologies; we are investing millions across the country improving the railway to give our customers faster, more frequent journeys. This, for Susan, is why it is a great time to work here.

*There are some great opportunities on the horizon for the future of rail. On a day-to-day basis, rail is a safe, efficient and environmentally-friendly mode of transport, which means it's popular so we are likely to continue to see an increase in passenger numbers.*

Susan believes there are plenty of opportunities at Network Rail, to grow and develop for those who take personal responsibility for driving their career forward.

*Lots of people focus on building a network, but it's more important to build a reputation. It's not what you know or who you know, it's what you're known for.*

We're working hard to encourage diversity in applications for all roles.

Visit [www.networkrail.co.uk/careers](http://www.networkrail.co.uk/careers) to find out more about what Network Rail has to offer you.

Learn more about the Birmingham New Street redevelopment project at [www.networkrail.co.uk/birminghamnewstreet](http://www.networkrail.co.uk/birminghamnewstreet)

*Birmingham New Street station redevelopment: A bigger, better and brighter station for Birmingham.*

