



Volunteer Liaison Department  
Swanage Railway Trust Ltd.  
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## USEFUL INFORMATION FOR NEW VOLUNTEERS PASSENGER SERVICES DEPARTMENT - PORTERS

### STATIONS

The Swanage Railway has five stations, and our aim is to man four of these stations with a Porter on every day when Passenger Trains are running. Corfe Castle Station must always have a Porter in attendance whilst trains are running, as in addition to dealing with the trains and assisting our passengers, the Museum and Exhibition/Cinema Coach have to be opened for the public. Norden and Swanage are the two terminus stations and Porters must be on duty to assist our passengers boarding and alighting, especially with their push chairs, which can become quite prolific during peak periods and family orientated special events. Harmans Cross Station also becomes very busy during the peak summer season and special event days.

### DUTIES

Porters have a variety of duties, and whilst trains are running it is their responsibility to ensure that the Station is maintained in a safe manner. When each train arrives they must make sure that doors are not opened too soon, risking injury to both the passenger about to alight from the train, and endangering those standing on the platform of being struck by a door. Porters must then assist passengers to alight and board safely, paying particular attention to the disabled and others who might have difficulty, such as those in wheelchairs. A special ramp is supplied on each platform to enable wheelchair users to board the train, and the Porter should assist the Guard with its use. Bicycles and push chairs frequently need to be placed in or extricated from the luggage area in the Guards Brake Van. When the train is nearly ready to depart, the Porter should assist the Guard by checking that all the doors on the train are securely closed, and then advise him by means of a hand signal. Whilst the train is picking up speed the Porter should ensure that no latecomers try to open a door or board the train whilst it is in motion, risking possible serious injury or even death to the perpetrator. The stations have to be kept clean and tidy at all times and each station has its own list of daily chores, which might include cleaning brass, emptying waste bins, sweeping platforms, moving hand trolleys or barrows onto platforms etc. Additional chores at Corfe Castle Station include looking after the Museum and Exhibition Coach situated in the yard.



### TRAINING

A Porters job is safety critical, and therefore the training has to reflect the health and safety aspect of the job. Trainee Porters are issued with a training log book which contains six elements, all of which have to be signed off before going forward to be passed out as a qualified Porter. They will also have to attend a track safety course at Swanage in order to be issued with a Personal Track Safety Card without which they are prohibited from going trackside. Porters will be expected to man any of our Stations and will have to familiarise themselves with each of our four main stations. Training as a Porter is also a prerequisite for going on to become a Guard or Signaller on the Swanage Railway, though it is quite acceptable to remain as a Porter.

### OTHER REQUIREMENTS

The minimum dress code for Porters is black shoes, white shirt and black trousers (or black skirt for ladies). A plain black or a Swanage Railway tie is preferable as well. Steel toe-capped safety shoes are also preferable but are not compulsory. A medical examination may be required; good vision with spectacles, if worn, is permissible, but colour blindness is not. The Swanage Railway operates a documented Youth Protection Policy to safeguard children. The policy of the Swanage Railway Trust is that all Volunteers should be Members. For further information please contact:

The Porters Training Officer is Bryan Stanley  
Telephone: 01202 887028 or Email: [bryan.stanley@mbnet.co.uk](mailto:bryan.stanley@mbnet.co.uk)  
Or contact the Volunteer Liaison Department as above.

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