



<b>Role Title:</b>	<b>VOLUNTEER GUARD</b>
<b>Department:</b>	<b>OPERATIONS</b>
<b>Departmental Overview:</b>	The Operations Department has the leading responsibility for the safe operation of all trains on Swanage Railway to contribute to an enjoyable passenger experience. In particular, the Department is responsible for the management and training of Footplate Crew (drivers, passed fireman, fireman, passed cleaners, 2 <sup>nd</sup> men and cleaners), Guards, Signalling and miscellaneous safety critical operating staff.
<b>Reports to:</b>	Operations Manager
<b>Location:</b>	Swanage Station and all Swanage Railway locations
<b>Purpose of the role:</b>	This role helps the Swanage Railway achieve its vision and run a successful railway by assisting in ensuring our trains are operated in such a way that our visitors and passengers have safe and enjoyable journeys on the railway.
<b>What you'll be doing:</b>	<p>These are the key activities that you'll be undertaking:</p> <ul style="list-style-type: none"> <li>• Prepare trains and bring them into service <ul style="list-style-type: none"> <li>○ Brake test</li> <li>○ Check toilets operational</li> <li>○ Walk-round inspection internally and externally</li> </ul> </li> <li>• Shunting trains</li> <li>• Coupling and uncoupling of rolling stock where necessary</li> <li>• Safe despatch of trains</li> <li>• Safe operation of trains in service</li> <li>• Ensuring the safety of passengers</li> <li>• Disposal of trains (at end of day) <ul style="list-style-type: none"> <li>○ Doors /windows locked</li> <li>○ Electrical connection</li> <li>○ Toilets flushed and water tank refilled</li> <li>○ Reporting of any defects found</li> </ul> </li> <li>• Interacting positively with our visitors and passengers</li> <li>• Being the 'public face ' of the Railway</li> <li>• Supporting the organisation's vision and values and complying with the Swanage Railway Volunteer Commitment.</li> </ul>
<b>What you'll need for the</b>	<ul style="list-style-type: none"> <li>• Be a team player</li> <li>• Initiative and ability to work unsupervised</li> </ul>

<b>role:</b>	<ul style="list-style-type: none"> <li>• Positive communication ability</li> <li>• Willingness and ability to work flexibly in terms of time and duties</li> <li>• Willingness and ability to interact positively with our visitors and passengers</li> <li>• Valid Medical</li> <li>• Valid SR Rule Book Competency</li> <li>• Route knowledge</li> <li>• Willingness to abide by the Swanage Railway Volunteer Commitment.</li> </ul>
<b>What you'll get from the role:</b>	<ul style="list-style-type: none"> <li>• A chance to continually meet new people and play a key part in their enjoyment of our railway.</li> <li>• A sense of satisfaction</li> <li>• An opportunity to promote one of the leading visitor attractions in Dorset</li> <li>• Use your existing skills and develop new ones.</li> <li>• Discounted Refreshments</li> <li>• Free tea/coffee/water</li> <li>• Discounts in SR Shop*</li> <li>• Discounted Rail Travel* <i>*Subject to Membership of Swanage Railway Trust</i></li> </ul>
<b>The Training we'll provide:</b>	<ul style="list-style-type: none"> <li>• Induction Training</li> <li>• Personal Track Safety</li> <li>• Practical, supervised training to achieve competence</li> <li>• Swanage Railway Rule Book</li> <li>• Route Knowledge Training</li> </ul>
<b>Time commitment:</b>	<p>The amount of time you give can be flexible with turns available through the majority of the year either during the day or early evenings both during the week and at weekends including Bank Holidays. Trains run every day between April and October, as well as running at weekends and during school holidays from November to March. It should be noted that to maintain the required competency levels, you'll need to undertake a minimum of 15 turns per year. There will also be a need for self-study to ensure up to date competency with SR's Rule Book</p>
<b>Other requirements:</b>	<ul style="list-style-type: none"> <li>• Personal Track Safety This role will require the undertaking of training for a Personal Track Safety Competence.</li> <li>• Safety Critical Work This role is regarded as safety critical and as such will require you to undertake an appropriate self-certification medical examination.</li> <li>• Competency The role of Guard requires a minimum qualification as a Porter. (This qualification may be from another Railway)</li> <li>• Work environment / activities The role requires working in a physically demanding environment and undertaking physically demanding tasks.</li> </ul>
<b>Our vision</b>	<p><b>The vision of the Swanage Railway Company is to be the leading heritage railway in the UK.</b> To be recognised as the UK's leading heritage railway, the Swanage Railway will actively seek ways of improving its business in all that it does.</p>

<p><b>Our Values</b></p>	<ul style="list-style-type: none"> <li>• <b>Safety, integrity and professionalism underpin our operations.</b> We are committed to high standards of safety, behaviour and expertise in all we do whilst treating everyone with integrity, openness, and honesty. We seek ways of improving our organisation balancing our heritage with modern business practices.</li> <li>• <b>Dedication, commitment and volunteers are at the heart of our community.</b> We are proud of our inspirational history; we have overcome many challenges and achieved great successes through tenacity and perseverance. That spirit lives on today. We celebrate our Volunteers' commitment and dedication which form such a vital part of our Railway.</li> <li>• <b>Customers are at the focus of our services.</b> Our customers are the heart of our business. We welcome feedback to better understand the needs of our customers and improve our service.</li> <li>• <b>Enjoyment, quality and value for money for all.</b> We deliver a memorable experience enjoyed by everyone.</li> </ul>
<p><b>Our Volunteer Commitment</b></p>	<p>Volunteers form an absolutely vital part of everything the Swanage Railway does. There are over 80 different roles that our volunteers fulfil; from driving a locomotive to serving refreshments, from selling goods in our shops to helping maintain our track, from maintaining our signalling equipment to timetabling, from managing our finances to keeping our rolling stock maintained, volunteers are at the heart.</p> <p>Our vision is to be the UK's leading heritage railway: we have an inspirational history during which we have overcome many challenges and achieved great successes through tenacity and perseverance. That spirit lives on today. We celebrate our Volunteers' commitment and dedication which form such a vital part of what we do now and will do in the future.</p> <p>We want all our volunteers to gain fulfilment and enjoyment from their role whilst helping us to achieve our vision, and so we have our Volunteer Commitment that sets out the mutual basis of the relationship between Swanage Railway and our volunteers:</p> <p><b>The Swanage Railway will ...</b></p> <ul style="list-style-type: none"> <li>• Welcome you as a volunteer and provide appropriate opportunities to individuals who can help us achieve our purpose and vision.</li> <li>• Provide the right equipment and training for the task.</li> <li>• Give guidance and support in your volunteer role.</li> <li>• Treat you and all other volunteers equally and fairly.</li> <li>• Ensure, so far as is reasonably practicable, you have a safe working environment.</li> <li>• Listen to any concerns if things are not going right.</li> <li>• Recognise that you are a volunteer giving your time to us whilst having other commitments.</li> </ul> <p><b>In return we ask you to ...</b></p> <ul style="list-style-type: none"> <li>• Give us your time and commit to any training if needed for the role.</li> <li>• Be professional and loyal to the organization.</li> <li>• Be fair to those around you.</li> <li>• Talk to your Manager/ Supervisor (volunteer or employee) first if things aren't going right.</li> <li>• Comply with our business standards, including the need to maintain confidentiality in relation to all SR information and to comply with SR's security and safety procedures.</li> </ul>