

Role: Entrance

Car park: Church St & Green Lane.

General tips:

- **You must wear a hi-viz vest during your shift.** When your shift is finished, please return your vest back to its storage box. Whenever you are not wearing a hi-viz vest (i.e. starting or finishing a shift) please keep to the marked pedestrian areas.
 - **All accompanied children must wear a hi-viz vest.** These will be available in a box marked 'kids hi-viz vests'
- Your position is inside just the car park, past the main field gate and within sight of your traffic management / parking team.
- Please familiarise yourself with the GP volunteer information folder (which contains useful information) and the car park layout plan. Copies will be available on site.
- Familiarise yourself with the location of the first aid kit, toilets and refreshments.
- The **scanning team must always be manned**, please self-manage refreshment and comfort breaks appropriately with the car park team.

Key role activities:

- Scanning of all vehicles upon arrival.
- Be aware of any specific customer requests we are accommodating in the car park.
 - Full details will be included in the information folder onsite – please make the whole team aware of these.
- The scanning team are the main point of contact for all volunteers and the on call director.
 - A copy of the rota will be delivered by the oncall director – all volunteers will be asked to check in and out.
- Ensure all opening and closure tasks have been completed.
- The on call director will confirm with the scanning team the expected number of vehicles and approximate numbers of cars per row – this information must be communicated to the parking teams.
- The on call director will agree the time to start closing down in the morning (based on check in numbers). Please manage this effectively with the car park team.

Checking customers in:

- Check the customers ticket **BEFORE** scanning. Do not scan any tickets unless the event, car park and day is correct (see example tickets in the folder)
- Every vehicle can only be parked after a valid ticket has been successfully scanned.
 - If a customer's ticket is not valid advise the driver to park up away from the current rows of parking and to remain in the vehicle whilst you identify the problem. Contact the oncall director if you require assistance.
- Direct customers to the next stage to be parked after scanning. Remind all customers of the car park closure times and to leave their ticket on the dashboard when parked.
- If the entrance team have advised the vehicle is turning around manage this with the rest of the car park team.

Pedestrian management

- Be aware of pedestrians exiting / entering the car park – **pedestrians have priority** – all drivers should be advised to drive slowly and/or stop.

Tasks for completion at car park opening:

- Occasionally we have customers who have slept in their car overnight. In these instances, you must ask the driver for their ticket.
 - If their ticket is for the car park and that day, ensure their ticket is scanned and they are parked appropriately.
 - If their ticket is for another car park, direct them to the correct car park and ask them to move on as quickly as possible.
 - If they do not have a ticket or it is invalid when scanned, ask them to leave immediately.

Handover during the morning:

- There is a 15-minute handover for shift changes. This is to enable a handover of any information, equipment and for the shift change to familiarise themselves with the car park and team.

Who to report to:

- On call director: 01327 221772

Where you'll find what we provide:

- Plastic storage box marked 'Scanning' in the shed.
- 'Electrical' box will be delivered by the on-call director.

Please ensure all items are placed in the correct locations at the end of the morning for the next morning or big tidy up team

Volunteer facilities:

Toilets	Portaloos
Refreshments	Hot and cold drinks will be available - please bring reuseable cups An assortment of snacks will be available. 'Breakfast' will be provided for the early morning shifts.

What you'll need:

- Closed toe shoes.
- Gardening / heavy duty gloves for litter picking etc.
- Appropriate weather protection – i.e. suncream, sun hats, rain coat, umbrella etc.
- If you are unable to stand for the duration of your shift, please bring a collapsible / camping chair and manage appropriate self-care breaks within the pedestrian area.