

Volunteer role information: Afternoon and Evening Crew

Thank you for volunteering!

STAYING SAFE



Wear a **YELLOW** Hi-viz vest at **ALL** times.

DO NOT stand in front or behind a moving vehicle

Be aware of uneven ground AND trip hazards.

Be alert to moving vehicles

Ask a team lead or another volunteer if unsure

QUICK START

- Maintain a visible presence within the car park
- Keep vehicle routes, pedestrian walkways and exits clear
- Assist any late arrivals with parking
- Use simple, clear instructions when speaking to customers

volunteers@silverstoneschoolparking.co.uk

Volunteer role information: Afternoon & Evening Crew

YOUR ROLE

This role combines elements of Scanning, Pedestrian Management, Traffic Management and Car Parking. In a much quieter environment (the main arrival period will have ended) you'll be maintaining a visible presence and assisting any late arrivals or supporting customers leaving.



Perform regular H&S checks in your area ie pick up litter, debris, fill holes, replace damaged barrier tape etc.

WHAT WE'LL PROVIDE

- Hi-viz vest, litter picking equipment, etc. **Please use all provided equipment safely.**
- Portaloos, refreshments and bottles of water will be available too.

WHAT TO BRING

- Weather appropriate clothing
 - Closed toe footwear
 - Gardening gloves
- Limited shade is available. In hot weather please bring sun protection (hat, sun screen etc)

WHERE WE NEED YOU AND WHEN!

The rota will show where you need to be and when. Please check the rota regularly as changes may happen.

PEDESTRIAN MANAGEMENT

Late arrival process

- Confirm they are in the correct car park
- Check or scan their ticket
- Direct them to an appropriate parking location
- Ensure pedestrians use designated walkways

Customer Departures

- Keep pedestrian routes clear and safe
- Watch for congestion at exit points
- Hold pedestrians or vehicles briefly where necessary
- Maintain a calm and steady traffic flow

NEED HELP?

1. **Traffic or customer issue:** contact team lead
2. **Unsafe situation:** step back and report to team lead.
3. **Incident:** escalate immediately.

CUSTOMER EXPERIENCE

- Be friendly, welcoming and visible.
- Provide clear directions (i.e route to circuit, return route to car park, travel advice etc)



Opening & Closing Times



Car park	Friday		Saturday		Sunday	
	Gates open	Gates locked	Gates open	Gates locked	Gates open	Gates locked
Church St	06:30	23:30	06:30	23:30	05:30	21:30
Green Lane	06:30	23:30	06:30	23:30	05:30	21:30
The Firs	06:30	23:30	06:30	23:30	05:30	21:30
The School	X	X	06:30	23:30	05:30	21:30

Please be respectful of our neighbours
when using our car parks

End of Day Checks

- Check for litter and lost property
- Perform car park closure activities when instructed