

Volunteer role information: Car Parking

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

Keep pedestrian areas clear of debris and litter

Work in pairs when lifting heavy items

Ask a team lead or another volunteer if unsure

QUICK START

- Always stand to the side of vehicles
- Use clear hand signals and voice
- Direct pedestrians to use our safe walkways at all times

REQUEST ALL DRIVERS REVERSE PARK FOR THE SAFETY OF ALL VOLUNTEERS AND CUSTOMERS

volunteers@silverstoneschoolparking.co.uk

Volunteer role information: Car Parking

YOUR ROLE

Assist customers with parking, provide directions and help maintain a safe environment



See overleaf for Parking Process and Customer Experience guidance.



Perform regular H&S checks in your area ie pick up litter, twigs, fill in holes with sand, replace broken barrier tape etc

WHAT WE'LL PROVIDE

- Hi-viz vest, litter picking equipment, cutting tools 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. **Unfortunately if you are unable to stand / walk for the duration of your shift this role is not suitable.** Please contact the volunteer co-ordinator if you have been assigned this role.

CAR PARKING GUIDANCE

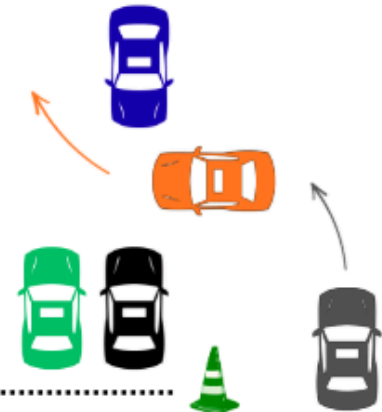
- **Do not stand directly in front or behind vehicles.** Always stand to the side of vehicles when guiding drivers.
- **Use clear hand signals and clear voices** when stopping or directing drivers
- **Please don't park long vehicles opposite each other** - ensure cars can safely exit their space and row.
- **During our busy periods you will have multiple cars parking and waiting to park.** See the diagram opposite for tips on how to manage this.



All drivers must be requested to reverse park for the safety of both our volunteers and customers.

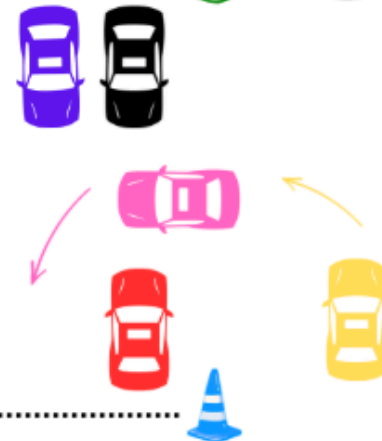
Row 2 a&b

Whilst the blue car is unloading, the green car is parked on the opposite row. The orange car will park alongside the blue car when they are finished unloading, and the grey car will wait their turn to park alongside the green car.



Row 1 a & b

Whilst the red car is unloading, the purple car is parked on the opposite row. The pink car will park alongside the red car when they are finished unloading, and the yellow car will wait their turn to park alongside the purple car.



The Traffic Management volunteer will direct the next car to the first available row using the coloured traffic cones as guides.



PARKING PROCESS

- 1. Greet driver and slow their approach
- 2. Confirm reverse parking
- 3. Direct clearly into space.
- 4. Ensure vehicle is parked safely before the customer leaves.

We'd love to give all our customers a huge space to park in, but unfortunately we can't.

We also can't give you an exact number of cars to park in each row.

Please be aware of overall numbers expected for your car park (see Car Park Information folder) and minimise space between cars

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 and welcoming.
- Provide clear directions to pedestrian walkways.
- Remind customers of car park closing times
- Ask them to check they've all their belongings before departure (you'll be amazed how many don't! 🤔)



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