



Volunteer Information Pack

Parklands Church Christmas Carol Concerts 2024
Sunday 15th December : 5pm & 7:30pm





Thank you so much for serving on our Carol Concert volunteer team, we could not do this without you!

This pack has been created as a 'one stop shop' for all those serving. You will (hopefully!) find all the information you need in this pack to help you on the day, however please do not hesitate to get in touch if you have any questions.

Please note you will receive a separate message confirming your role. However, if you are unsure of your role, or if you are able to serve in multiple areas then please contact Sarah Price.

For anyone needing prayer ministry during the concerts, and for those who may have further questions, there will be a resource tent located outside next to the popcorn stand. Matt and the elders will lead this.

Diyan will be taking photographs and videos throughout the event.





To ensure you and everyone attending our carol concerts remain safe, we have a number of Health and Safety Procedures in place.

Risk Assessment

You will receive a copy of the risk assessment – please do read this and ensure you are aware of the relevant procedures relating to your role.

First Aid

Sarah Price is the First Aid contact throughout the event. Sarah will be supported by other first aiders, however she will be the main point of contact.

Safeguarding

Please take time to refresh yourself on our safeguarding documents, available on our website. There are also links to the policies and the forms that need to be filled in should you have any concerns during (or following) the event.
<https://www.parklandschurch.org.uk/safeguarding/>



Site Plan

There is a site plan on the following page for your information. Please clarify anything you are unsure of with Mike Adams.

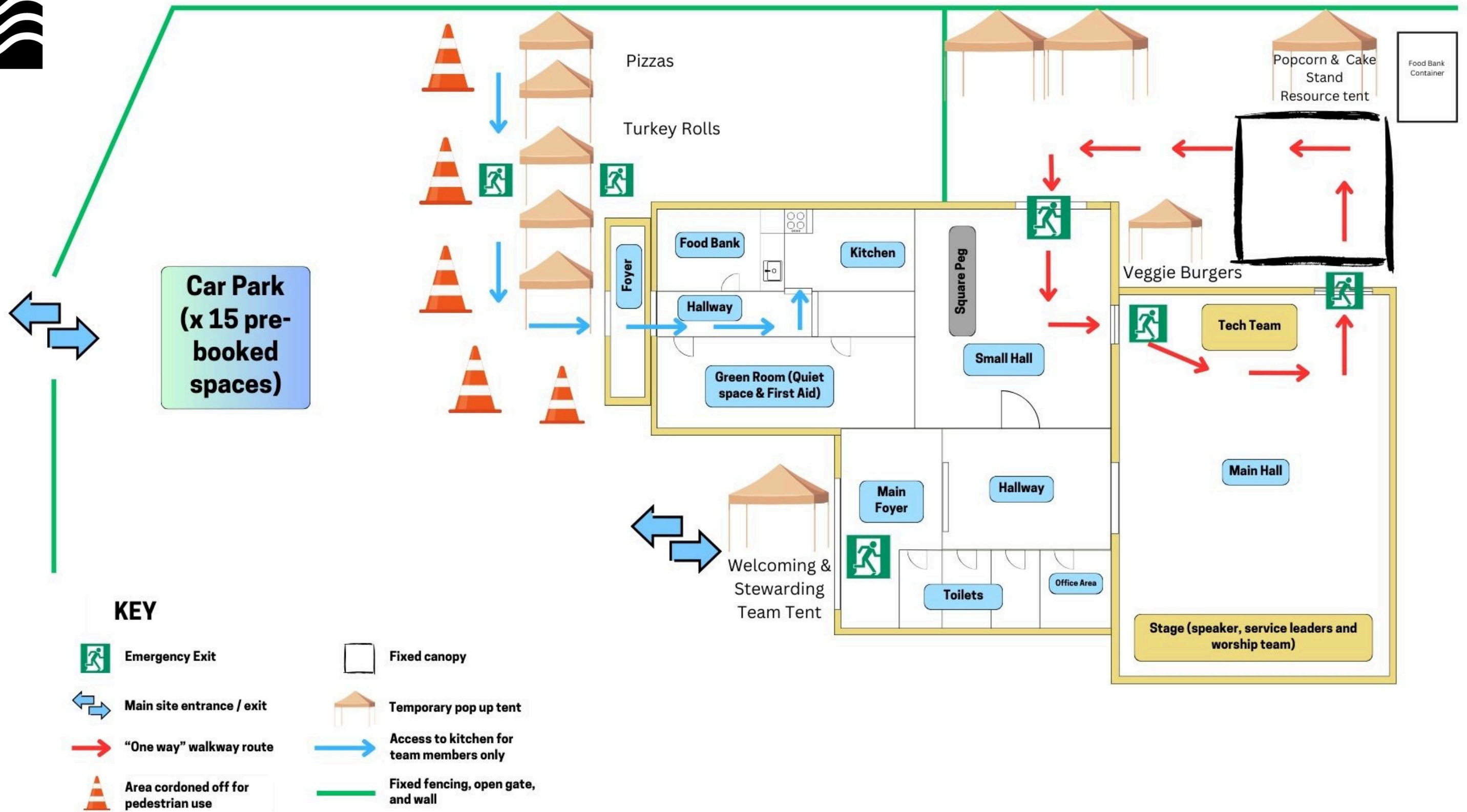
Green Room

The *green room*, aka. the small lounge will be a safe space reserved for those who need a quiet place to go. It will also be the first aid room. No under 18s are allowed in this room unless they are supervised by their accompanying adults.

Lanyards

As a volunteer, you will need to wear a lanyard on the day. This will allow you to access restricted areas (such as the kitchen), and will also enable others to easily identify who can help. Therefore please keep this on whilst you are serving.





Car Park Attendants

- Your role is to ensure those attending are able to park nearby safely and **not** on site.
- For the 5pm service, please arrive by 4pm. For the 7:30pm, please arrive by 6pm.
- You will need to wear a high-vis vest.
- There are no car parking spaces available in the car park unless tickets have been pre-booked. (You will be provided with this list by Sarah Price when you arrive on the day.)
- Anyone who has not booked a car parking space will need to park in the surrounding streets or in the Holy Trinity Church car park. Alternatively, the car park next to Parkland School is also available. Maps will be available to hand out to people on the day should they be needed.
- Thank you!



Set up team

- Without you we would never be ready in time!
- Your role is to prepare and organise the premises for our event.
- Please arrive by 11am.
- Please help with the setting up of tents, chairs, tables and accessories including lights and kitchen equipment in the outdoor area.
- Please help with the setting up of chairs etc in the main hall and small hall.
- Thank you so much!



Welcoming and Stewarding Team

- What a team! You are the face of Parklands and will be the first point of contact for all those who visit us during the event.
- For the 5pm service, please arrive by 4pm.
- For the 7:30pm, please arrive by 5:50pm.
- For children 11 years of age and younger and in primary school, please ensure parents are offered a wrist band. There is a space for them to write their contact number in case their child becomes lost on site. (Please do not write the child's name on the wristband).
- There are also gift bags for all children under the age of 11 years (and in primary school).
- Thank you team!



Food team

- Your role is to prepare and/or serve the food during our street food market celebration which will be running from 6pm-7:15pm. Therefore, food will need to be ready for serving by 6pm.
- If you are helping with the food prep, please arrive at 2:30pm.
- Square Peg are serving tea and coffee in the small hall for the duration of the market.
- If you are helping on the pizza team, please arrive by 3:30pm. The pizza oven will need to be fired up by 5pm to ensure it has reached the correct temperature in time.
- If you are helping to serve food, please arrive by 5pm. This will ensure the stations are fully set up and ready to go in time.
- At 7:15pm, please go and enjoy the 7:30pm concert!
- Thank you so much for serving!



Worship and Tech Team

- Thank you so much for serving in our concerts and creating an environment where we can come into the presence of God and worship Him.
- Please liaise with your teams to ensure you arrive with plenty of time to practice, have a run through and check the setup and sound.
- Please wear your lanyard throughout the event - particularly when you are off stage, and to enable you to access the 'green room.'



Set down team

- Do not underestimate the important part you play in our team! Your role is to relieve those who have spent all day cooking and serving food!
- Our street food market will close at 7:15pm. Please arrive promptly if you are helping on the kitchen set down team.
- All the condiments, equipment and utensils will need to be cleaned and put away. The kitchen will need to be cleaned and everything put away.
- If you are helping on the set down team with the tents, tables etc please arrive by 7:15pm when the street food market ends.
- Please be mindful of noise etc during this time, as the second concert will be underway.
- Thank you so much!



Who to contact :

- Please link with Matt if you want to discuss the prayer ministry or resources tent (located outside).
- Mike Adams is managing the set up, set down and layout logistics of the event. He will be able to provide instructions and guidance on removing, storing and packing and unpacking equipment and accessories. Please contact him if you have any questions relating to where everything goes or where you need to be!
- Stef is putting all the food arrangements in place and organising the various food stations. Please contact her if you have any questions about your role on the food team.



Who to contact :

- Please speak to Sarah Adams if you need any information relating to the Welcoming and Stewarding Team.
- Please speak with Justin or Jen Delucia if you have any questions about the worship team, and Mike Lewis or Jamie Bennett if you need support with tech.
- Please speak to Sarah Price if you have any questions regarding the risk assessment, health and safety, safeguarding, or anything else not listed here.

Thank you!



Thank you so much!!
You are all amazing!
Please keep the carol
concerts in your
prayers and don't
forget to enjoy
yourself on the day!

