

HE SHALL BE CALLED

CHRISTMAS AT PARKLANDS

Volunteer Information Pack



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.

If you are unsure of your role, please contact Sarah Price on 07413 224852.

Please be aware that Diyan will be taking photographs and videos throughout the event.

Please aim to join us at 4pm for a short prayer and last team gathering before the event starts - we can't wait to get going as a team!





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.

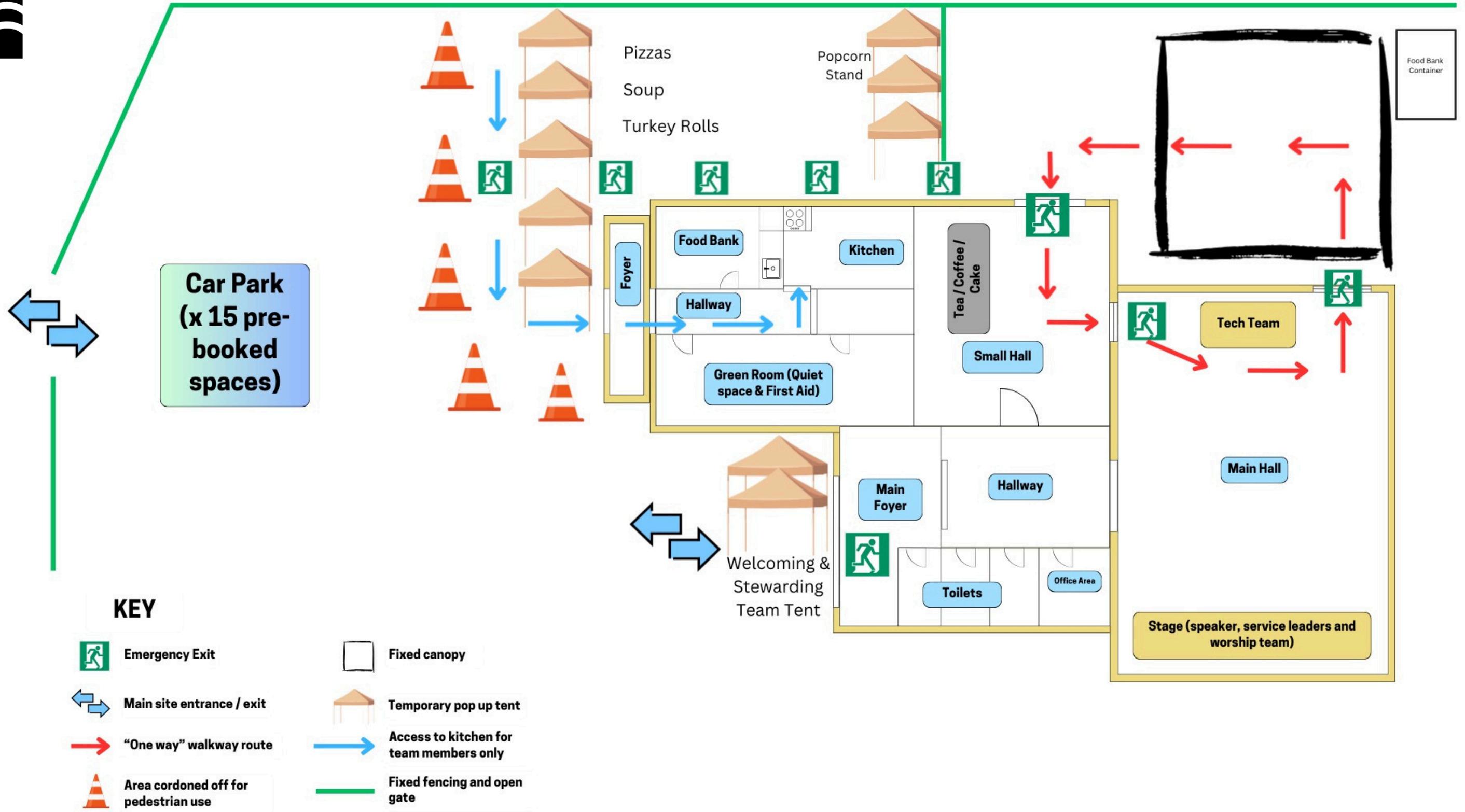
The Lounge

The 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 lounge), and will also enable others to easily identify who can help them. Therefore please keep this on whilst you are serving.





KEY



Emergency Exit



Main site entrance / exit



"One way" walkway route



Area cordoned off for pedestrian use



Fixed canopy



Temporary pop up tent



Access to kitchen for team members only



Fixed fencing and open gate

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 10am.
- 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 Check in 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 offer parents 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 (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.
- Our wonderful tea and coffee team 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.
- 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 Fiona 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 lounge.



Who to contact :

- Please speak with Fiona if you want to discuss anything that is happening during the services and within the main hall.
- 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!
- Sian Stringer 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.
- Please speak with Sue Williams (Shalom) if you have any pastoral concerns on the night.



Who to contact:

- Please speak to Sarah Adams if you need any information relating to checking in. Sarah will automatically check all volunteers in on the day so you do not need to worry about this yourselves. However, please ensure your family and any guests you have invited check in when they arrive.
- Please speak to Sarah Jones if you have any questions regarding the Welcoming and Stewarding Team.
- 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!

