

VOLUNTEER POSITION DESCRIPTION

PARKING MARSHAL

SUMMARY OF ROLE

- Parking Marshal volunteers oversee the parking of participants' support crews at the checkpoints. Parking Marshal volunteers are stationed at checkpoints where parking is limited and/or troublesome. They will be led by a Parking Coordinator who will manage the implementation of the checkpoint's parking plan. If any problems arise, the Parking Marshals should inform the Parking Coordinator who should either manage the situation appropriately or inform the Checkpoint Coordinator (who may in turn inform the Event Control Centre).
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TRAINING AND OTHER IMPORTANT INFORMATION

- ❖ **Attending a pre-event training session is NOT REQUIRED for this role.** You will be briefed and trained on the day when you arrive for your shift.
 - ❖ **As a Parking Marshal you are responsible for:**
 - Working with the other parking volunteers to implement the designated parking plan for your checkpoint.
 - Providing clear directions to support crews and answering any questions asked.
 - Ensuring support crews adhere to one vehicle per team by checking Oxfam Trailwalker vehicle passes.
 - Ensuring that support crews don't access areas not allocated for their use.
 - At all times being mindful of their own and the other parking volunteers' personal safety whilst interacting with vehicles.
 - ❖ Equipment (provided, ready for collection from the checkpoint):
 - Reflective safety vest (must be worn at all times).
 - Light batten to assist in effective directing of vehicles (particularly at night) and as an additional personal visibility device.
 - A two-way radio to enable effective communication between others in the Parking Team.
 - ❖ Please come prepared to be flexible and rotate roles on the day, e.g. acting as a Checkpoint Operations Support volunteer, so that each volunteer gets some variety during their shift. If you are ever uncomfortable performing a task that the Checkpoint Coordinator or Assistant Checkpoint Coordinator asks of you, please let them know straight away.
 - ❖ Use the *Essential Information Checklist* to make sure you are prepared to volunteer at the event. This checklist is included in your *Volunteer Shift Confirmation* email and on your *Volunteer Profile* online. An overview of the event and your role as an Oxfam Trailwalker volunteer can be found in the *Volunteer Handbook* (linked to in the *Essential Information Checklist*).
 - ❖ If you have any further questions or issues regarding your involvement prior to the event, please contact the Oxfam Events Volunteers Team.
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ON-THE-DAY RESPONSIBILITIES

- ❖ Please **arrive for your shift ON TIME to ensure time for a proper induction**. If you're running late, please call the On-the-day Event Control Centre Volunteers' Coordinator (1300 369 606) and let us know. Refer to your *Volunteer Shift Confirmation* email for the full details of your volunteer shift time and location. If you cannot locate your *Volunteer Shift Confirmation* email head to our website and click 'Check your status' to review your *Volunteer Profile* online.
- ❖ **Sign-in with the Assistant Checkpoint Coordinator (wearing a purple volunteer vest)** in order to receive your volunteer vest, name tag and any equipment required for your role. **It is essential to tick your name on the sign-in sheet** for WH&S purposes.
- ❖ Ask your Assistant Checkpoint Coordinator to introduce you to the Parking Coordinator who you will be reporting to as well as the other parking volunteers. **Arriving on time ensures that you have enough time** to familiarise yourself with the role and be briefed adequately before the previous shift leaves and your parking team takes over.

- ❖ **Make sure you and the other volunteers know where all the amenities are located at the checkpoint;** for example, portaloos, water, first aid services, and allied health tents. It is likely that walkers will ask you where to find facilities. It's also useful to know which way the participants should enter and exit the checkpoint as you may get asked.
- ❖ There will be multiple parking areas for support crews, volunteers, and staff. **You will need to monitor these areas and direct support crews, volunteers and staff to the right areas** to prevent a back log and help the traffic flow as smoothly as possible. Please use your two-way radio to communicate with the Parking Coordinator and other Parking Marshals if any problems arise.
- ❖ **Please ensure that the support crews don't access areas not allocated for their use.** Support crews are provided with a vehicle pass to give them access to checkpoints. You should be firm and assertive with support crews and participants while at the same time presenting a welcoming and friendly face.
- ❖ **Please ensure that the support crews are not doing anything that could disturb or upset local residents.** Such behaviour may include illegal parking, unnecessary tooting of horns, lights shining in/on residents homes, loud talk or behaviour. Complaints from residents at checkpoints can affect the chances of using that location for future events.
- ❖ **At some checkpoints during peak times support crews may have to park a short distance away from the checkpoint and walk in.** Please provide clear directions to the support crews and answer any questions asked.
- ❖ **YOU MUST NOT DIRECT CARS INTO PARKING SPACES.** If you do, there is a chance that the car(s) could get damaged and resultantly, Oxfam will have to pay the bills. You can show them where the car space is, but this is where your responsibility ends.
- ❖ **YOU MUST NOT DIRECT CARS ON ROADS.** You are not authorised to direct traffic on any roads outside a checkpoint, only accredited traffic controllers are permitted to do this. If there is a traffic management issue on roads near the checkpoint then please tell your Parking Coordinator.
- ❖ Upon completion of your shift, please **return equipment to the Assistant Checkpoint Coordinator, and sign-out.**

**THANK YOU SO MUCH FOR YOUR HELP – WE HOPE YOU ENJOY
BEING A PART OF OXFAM TRAILWALKER!**