



Volunteer Role Description

Pedestrian Crossing Volunteer

Role Title

Pedestrian Crossing Volunteer

Location

Christmasland 2026

Responsible To

Volunteer Coordinator

Purpose of the Role

The Pedestrian Crossing Volunteer plays an important role in helping visitors safely access the Christmas event by assisting at designated zebra crossing points within the leisure centre car park.

Volunteers will provide a friendly and visible presence, help guide visitors towards safe crossing areas, promote pedestrian awareness, and support a positive arrival and departure experience for all attendees.

Please note: Volunteers are not responsible for directing traffic or controlling vehicles. Their role is to encourage safe use of the crossing facilities and report any concerns to event staff.

Key Responsibilities

- Welcome visitors arriving at and leaving the event.
- Encourage visitors to use the designated zebra crossing when crossing the car park.
- Help guide pedestrians towards safe crossing routes.
- Provide information and directions to event entrances and facilities.
- Remain vigilant for potential hazards and report concerns to the Event Coordinator.

- Offer assistance to families, older visitors, and individuals who may require additional support.
 - Help maintain a safe, organised, and welcoming environment around the crossing area.
 - Work alongside event staff and fellow volunteers to support visitor safety.
 - Wear any provided high-visibility clothing or volunteer identification.
 - Follow all event health and safety procedures.
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Skills and Qualities

We are looking for volunteers who:

- Have a friendly and approachable manner.
 - Are confident speaking with members of the public.
 - Have good awareness of their surroundings.
 - Are reliable, punctual, and responsible.
 - Can remain calm and professional in busy environments.
 - Enjoy helping others and providing excellent customer service.
 - Are comfortable standing outdoors for extended periods.
 - Work well as part of a team.
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Training and Support

- A volunteer briefing will be provided before the event and will need to be signed and returned as well as a sign up form returned to the Volunteer Coordinator.
 - Guidance on site safety, pedestrian management, and event procedures will be given.
 - Ongoing support will be available from the Event Coordinator throughout the event.
 - Volunteers will be informed of emergency procedures and key contacts.
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Time Commitment

Event Date(s): Various dates from the 27th November up to and including the 2nd January. Full dates can be found on the volunteer sign up form.

Volunteers are asked to arrive approximately 30 minutes before their shift for briefing and preparation. Shifts will run from 4pm until 9pm on each evening the event is open.

Benefits of Volunteering

- Help visitors enjoy a safe and positive event experience.
 - Be part of a friendly and supportive volunteer team.
 - Meet new people and contribute to your local community.
 - Gain experience in customer service, visitor engagement, and event support.
 - Develop communication and teamwork skills.
 - Enjoy being involved in a festive community event.
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Additional Information

This role is primarily outdoors and may involve standing for extended periods in winter weather conditions. Volunteers should wear warm, weather-appropriate clothing and comfortable footwear. High-visibility clothing may be provided and should be worn while on duty.

Reasonable adjustments can be discussed where required.

All volunteers must follow the organisation's safeguarding, equality, diversity, and health and safety policies.

If you would like more information, please contact our Volunteer Coordinator on volunteering@haveringmind.org.uk

Our Christmas Wish

Thank you for helping visitors arrive safely and confidently at our Christmas event. Your friendly welcome and support will play an important part in creating a positive and enjoyable experience for everyone attending. 🎄 🍷 ✨