

Registration team member

The registration team is the group that will have the majority of the contacts with parents and visitors to Lighthouse. They need to be welcoming to all but firm in regard to parents seeking to 'bend rules' such as accompanying their children onto the Lighthouse site.

The registration team at Lighthouse has a number of important functions.

- It is the 'gate' into the site and must therefore be manned at all times to ensure that no unauthorised person enters the site and that no child (under 16) leaves the site without permission
- It records who is on the site each day, through scanning of volunteer badges and children's tickets
- It shares information on which children are on site with the Age Group Leader for each age group, so that they are aware of who is in their age group that day
- It monitors who leaves (or enters) the site during the day so that, should there be an emergency, such as a fire or lockdown, we know exactly who we need to account for
- A member of the registration team will follow up with a parent if a child we were expecting (especially on the Monday and Tuesday) has not arrived on site. This is in case that child is not going to attend, in which case the place can be offered to a child on the waiting list.
- The registration team will organise and deliver a safe handover of children to their parents at the end of the day
- The registration team will welcome visitors to the site and will contact the Lighthouse Chair (or another nominated person) to accompany them round the site
- A member of the registration team will look after any child arriving late and take them to join their Lighthouse
- If a parent arrives to collect a child who is leaving early, they will notify the appropriate Lighthouse and get the child brought to the Registration tent
- The registration team will ensure all messages received are relayed to the correct parties

Additional tasks carried out by the registration team may include:

- Selling of Lighthouse t-shirts and other merchandise to volunteers and parents of children attending Lighthouse
- Carrying out a stock check of items at the end of the week and boxing these up for storage in the Lighthouse shed
- Collecting food orders and distributing lunches ordered from Chives or elsewhere
- Distributing free lunches (from the Ark café) ordered in advance for children
- Contacting a parent/guardian if a child needs to leave the site, for example due to illness
- Publicising the need for donations from parents, for example by distributing envelopes for cash donations and cards seeking online donations, and collecting in cash donations.
- Collecting lost property and making it visible to parents

The Lighthouse database holds all the information on Lighthouse volunteers and children. Members of the registration team will be trained in use of the database to record attendance at Lighthouse, production of reports of attendance and for responding to queries.

The team leader will allocate team members to different tasks as required.