

**Volunteer Role Description
Visitor Reception Assistant**

What is a Visitor Reception Assistant?

Visitor Reception Assistants are based on the front desk which is the first point of contact for our visitors. Our volunteer receptionists provide a warm welcome and basic information to ensure visitors have an enjoyable and memorable time at Fulham Palace.



<p>What's in it for you?</p>	<ul style="list-style-type: none"> • Engaging with people from all walks of life • Representing the Palace and having the opportunity to demonstrate your knowledge of this interesting site • Gaining the satisfaction of ensuring visitors have an enjoyable and stress-free visit • Working in a dynamic environment and using problem-solving skills • The opportunity to develop your skills in giving short historical talks • The opportunity to attend various social activities including parties and free visits to museums with our volunteering team • A reference when you have volunteered with us regularly for 6 months
<p>What's involved?</p>	<ul style="list-style-type: none"> • Welcoming visitors to Fulham Palace • Directing visitors to the permanent collection and temporary exhibits • Answering basic questions about the Palace, its grounds and facilities • Providing public events programme information to visitors • Directing delivery drivers and visitors to the correct offices • Providing vehicle access to the car park via the telephone/intercom system • Helping Fulham Palace maintain good health and safety for visitors, volunteers and staff • Monitoring toilet facilities and reporting any issues to the cleaner or caretaker
<p>This role will suit people</p>	<ul style="list-style-type: none"> • Can provide a friendly face to our visitors but no

who...	<p>previous experience is required</p> <ul style="list-style-type: none"> • Have a basic knowledge of the local area • Are able to work independently or without one to one supervision from time to time, but volunteers are given full support and training
Availability	<p>This is flexible, we suggest an afternoon a week or fortnight. Our half day shifts run from 9.30 am to 1pm or 1pm to 4.30 pm.</p>
Main Contact	<p>Arlene Fraser, General Manager</p>
Training/Resources	<ul style="list-style-type: none"> • Reception volunteers generally work in pairs or alongside a member of staff • Volunteers have a named supervisor who will provide support and assistance • Volunteers will be given a full induction to Fulham Palace including health and safety procedures • Training and support to help you carry out and develop in your role • All new volunteers have an introduction period, this is a settling in time of around 2 months, at the end of this an appropriate person will catch up with you. This is an opportunity for both parties to reflect and make any adjustments to the role that are needed. • Access to our volunteer's website, the "Volunteer Portal", including a blog, downloadable resources, rota and events page
Getting to the Palace	<ul style="list-style-type: none"> • The nearest tube station is Putney Bridge • The nearest Train Station is Putney • There are several bus stops in walking distance • We reimburse travel expenses up to £8 per session
What next?	<p>Please get in touch by completing an enquiry form, available at: http://www.fulhampalace.org/about/volunteer/</p> <p>You can also check our FAQs sheet here: http://www.fulhampalace.org/wp-content/uploads/2012/03/Volunteering-FAQs.pdf</p> <p>If you have any questions you can contact our Volunteer Enquiry Assistants by emailing volunteer@fulhampalace.org or telephoning 020 7751 2433.</p> <p>Potential volunteers will be invited to an informal interview to discuss the role further in person.</p>
<p>Fulham Palace values the involvement of volunteers; they enhance everything we are able to do. We are committed to offering volunteer opportunities of a high standard and welcome feedback.</p>	