



Volunteer Role Description

Museum Steward

About Fulham Palace

Main contact/Supervisor Museum Curator (Miranda Poliakoff)
Visitor Reception Assistant

What is a Museum Steward?

The role of the volunteer museum steward is to welcome visitors to the Museum rooms, to provide information about the history of the Palace, the museum exhibits, assist visitors with other queries, and help with security.

Main activities

- Welcome visitors and direct them to relevant displays or other facilities in the Palace.
- Work as part of the team to ensure the highest standards of visitor care and interpretation.
- Respond to queries or refer visitor to a member of staff.
- Assist visitors who are following the family trail. Be aware that children should be accompanied by adults.
- Monitor the safety of collections in your allocated room, if you are concerned, notify a staff member.
- Maximise opportunities to engage visitors with the history of the Palace.
- Ensure that fire exits are not blocked and are only used in an emergency.
- Make visitors aware that food and drink should not be brought into the Museum.

About you/ the role will suit people who

- Friendly, approachable and confident when talking to members of the public.
- An interest in history and communicating this to visitors of all ages and backgrounds (although prior knowledge of Fulham Palace's history is not expected).
- Willing to undertake training related to the role.
- Enjoy working as part of a team.



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What we offer

- Full Induction including health and safety procedures.
- Training to help you carry out and develop in your role.
- Opportunity to be part of a dedicated and vibrant team.
- Regular opportunities to discuss your work.
- Chance to meet new people from many different backgrounds.
- A positive and engaging volunteer culture that includes social events, forums and our volunteer portal - where volunteers are able contribute blogs posts; join in discussions with other volunteers, sign up to sessions and access all the information you need as a volunteer online.
- Reimbursement of travel expenses up to £8
- References for people who volunteer with us regularly for more than 6 months.

Availability

We have flexible sessions available, with a minimum commitment of one afternoon a month.

Volunteering sessions take place between 12pm-5pm Sunday, 12.30pm-4.30pm Monday to Thursday (April to October) and 12-4pm Sunday, 12.30-3.30pm (November to March).

Fulham Palace values the involvement of volunteers and we are committed to offering volunteer opportunities of a high standard.

For an enquiry form or if you have any questions regarding this role please contact us by emailing volunteer@fulhampalace.org or telephoning 020 7751 2433

Potential volunteers will be invited to an informal interview to discuss the role further.