

Volunteer role description Front of house volunteer

What is a Front of House Volunteer?

Fulham Palace's restoration project 'Discovering the Bishop of London's Palace at Fulham' is due for completion in May 2019. Our museum is transforming and will comprise more exhibition spaces and visitor engagement activities across all of our accessible historic rooms.

Our Front of House team will be responsible for delivering excellent customer service to all our visitors. Front

of House volunteers play an important role in bringing our spaces to life, providing a warm welcome for all visitors and sharing their knowledge of the Fulham Palace site and history.



<p>What's in it for you?</p>	<ul style="list-style-type: none"> • Engage visitors with the fascinating history of Fulham Palace • Meet interesting people from all walks of life • Gain hands on experience in a heritage setting • Work within the lively and welcoming Front of House team • Enjoy a varied role, including different tasks such as visitor welcome, retail, room and garden advisor • Receive best practice internal and external training on customer service • Get involved with our positive and engaging volunteer culture including social events, outings, forums and our volunteer portal (contribute to blogs, sign up to sessions and access all the information you need as a volunteer online) • References for people who volunteer with us regularly
<p>What's involved</p>	<ul style="list-style-type: none"> • Provide a friendly welcome and engage with visitors in our visitor welcome area, museum and historic rooms, shop and garden • Share stories about Fulham Palace and the Bishops who lived and worked here • Contribute positively to an excellent visitor experience

	<ul style="list-style-type: none"> • Deal with day to day enquiries in person across our site, advising on activities, events, facilities, information and bye laws • Deal with enquiries by phone • Provide practical and admin support to the Front of House staff team • Provide support to the Retail Manager and Front of House Manager in the shop e.g. stock replenishment and admin • Work on the shop and visitor reception tills, selling products and event tickets • Be an ambassador for our interpretation and visitor offer • Monitor the safety of the collection in assigned room/s • Assist with opening and closing routines
This role will suit people who...	<ul style="list-style-type: none"> • Enjoy meeting new people • Are proactive, friendly and adaptable • Are interested in learning about Fulham Palace's fascinating past • Enjoy working as part of a team, and are equally happy to work independently • Are motivated, open-minded and willing to cover the various aspects of this exciting role
Availability	Flexible, dependent on your availability
Main Contact	Arlene Fraser, Visitor Services Manager
Training/Resources	<ul style="list-style-type: none"> • In-house training on the Restoration Project and visitor offer • External training to develop your skills • Full induction including health and safety procedures • All volunteers have an introduction period, a settling in time of around 6 weeks, at the end of this time the Volunteer Coordinator will catch up with you • Access to our volunteer's website, the 'Volunteer Portal', including our 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 within walking distance • We reimburse travel expenses up to £8 per session
What next?	Please get in touch by completing an enquiry form, available at: http://www.fulhampalace.org/about/volunteer/

You can also check our FAQs sheet here:
<http://www.fulhampalace.org/wp-content/uploads/2012/03/Volunteering-FAQs.pdf>

If you have any questions you can contact our Volunteer Enquiry Assistants by emailing volunteer@fulhampalace.org or telephoning 020 7751 2433

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

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.