

## Volunteer Role Description Garden Information Steward

### What is a Garden Information Steward?

Fulham Palace is set amongst extensive 13 acre grounds which include woodland, meadow, lawns and an 18th-century Walled Garden. During good weather the gardens can receive many visitors enjoying the open space. Garden Information Stewards act as a point of contact for visitors and offer additional information about the grounds and Palace. Volunteers help us keep the Palace grounds safe for all visitors by reporting any problems to staff and advising visitors about the Palace's rules.



<b>What's in it for you?</b>	<ul style="list-style-type: none"> <li>• The satisfaction of supporting Fulham Palace and helping visitors enjoy their visit</li> <li>• Working outside in a relaxing and calm environment</li> <li>• Spending time in Fulham Palace's gardens</li> <li>• Learning about the heritage of Fulham Palace and getting opportunities to talk with people about history and horticulture</li> </ul>
<b>What's Involved?</b>	<ul style="list-style-type: none"> <li>• Welcoming visitors and offering visitor information</li> <li>• Dealing with visitors' enquiries</li> <li>• Advising visitors of the Palace visitor dos and don'ts such as no dogs, ball games or cycling in the gardens</li> <li>• Helping keep areas clean and presentable through activities like litter picking and sign cleaning</li> <li>• Displaying/removing signage in areas around the gardens</li> <li>• Being a visible presence and moving around all areas of the grounds</li> <li>• Reporting potential hazards such as uneven pathways and hanging branches</li> <li>• Occasionally locking up the Walled Garden when the evenings are light</li> <li>• Communicating via walkie-talkie</li> </ul>
<b>This role will suit people who...</b>	<ul style="list-style-type: none"> <li>• Have an eagerness to work outdoors</li> <li>• Are able to communicate effectively with visitors and members of the public</li> <li>• Are able to work independently, but will be given support and training</li> </ul>
<b>Availability</b>	Weekend or weekdays, particularly in the Summer
<b>Main Contacts</b>	Arlene Fraser, General Manager and Lucy Hart, Head Gardener
<b>Training/Resources</b>	<ul style="list-style-type: none"> <li>• Full induction including health and safety procedures</li> <li>• All new volunteers have an introduction period, this is a settling in time</li> </ul>

	<p>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</p> <ul style="list-style-type: none"> <li>• Training to help you carry out and develop in your role</li> <li>• Access to our volunteer’s website, the “Volunteer Portal”, including a blog, downloadable resources, rota and events page</li> </ul>
<p><b>Getting to the Palace</b></p>	<ul style="list-style-type: none"> <li>• The nearest tube station is Putney Bridge</li> <li>• The nearest Train Station is Putney</li> <li>• There are several bus stops in walking distance</li> <li>• We reimburse travel expenses up to £8 per session</li> </ul>
<p><b>What next?</b></p>	<p>Please get in touch by completing an enquiry form, available at:  <a href="http://www.fulhampalace.org/about/volunteer/">http://www.fulhampalace.org/about/volunteer/</a></p> <p>You can also check our FAQs sheet here:  <a href="http://www.fulhampalace.org/wp-content/uploads/2012/03/Volunteering-FAQs.pdf">http://www.fulhampalace.org/wp-content/uploads/2012/03/Volunteering-FAQs.pdf</a></p> <p>If you have any questions you can contact our Volunteer Enquiry Assistants by emailing <a href="mailto:volunteer@fulhampalace.org">volunteer@fulhampalace.org</a> 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>	