

## Volunteer Role Description for Public Events Assistant

### What is a Public Events Assistant?

Our public events programme is a very important part of our work, both for Palace income and for raising awareness of Fulham Palace in the local community. A key part of the role is to welcome and assist event attendees and any external organisers or performers. As well as helping on the event day you might also want to get involved in the lead up to events, with admin and marketing.



<p><b>What's in it for you?</b></p>	<ul style="list-style-type: none"> <li>• The opportunity to be involved with interesting and exciting events including family activity days, outdoor theatre, opera evenings, Christmas carols, Father Christmas, Jazz and outdoor cinema</li> <li>• Hands on experience in a heritage / museum setting</li> <li>• Being a part of a small, dynamic and dedicated team</li> <li>• To be involved with a positive and engaging volunteer culture including social events, outings, forums and our volunteer portal - where volunteers are able to contribute blogs posts; join in discussions with other volunteers, sign up to sessions and access all the information you need as a volunteer online</li> <li>• References for people who volunteer with us regularly for more than 6 months</li> </ul>
<p><b>What's involved</b></p>	<p>Depending upon your interests, experience and availability, tasks include:</p> <ul style="list-style-type: none"> <li>• Helping set up and pack away for events and exhibitions</li> <li>• Welcoming attendees and engaging with visitors throughout events</li> <li>• Preparing attendee ticket lists and event tickets</li> <li>• Ticket collection, selling tickets/taking payments</li> <li>• Assisting event organisers and performers</li> <li>• Sending out documentation to performers and event organisers</li> <li>• Researching possible new events and/or improvements to existing events</li> </ul>

	<ul style="list-style-type: none"> <li>• Promoting upcoming events including leafleting around palace and in local area</li> <li>• Participating in promotional and marketing events</li> <li>• Completing satisfaction surveys at events</li> <li>• Setting up audio-visual equipment</li> <li>• Whilst support and training will be provided, from time to time volunteers may work independently or without one to one supervision</li> </ul>
<b>This role will suit people who...</b>	<ul style="list-style-type: none"> <li>• Have good interpersonal skills – being a friendly and helpful representative of Fulham Palace is a key part of the role</li> <li>• If working in events admin, volunteers must have basic computer skills, a good level of written and spoken English as well as good attention to detail</li> <li>• Have an interest in the heritage and/or museums</li> <li>• Are able to work independently, with limited assistance</li> </ul>
<b>Availability</b>	Events admin work can take place any day of the working week. The events themselves often run in the evening or weekends. There is normally several months' notice of events so you can put the date in your diary.
<b>Main Contact</b>	Arlene Fraser, General Manager
<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 of around 6 weeks. At the end of this the Volunteer Development Officer will catch up with you; this is an opportunity for both parties to reflect and make any adjustments to the role that are needed</li> <li>• Access to our volunteer's website, the "Volunteer Portal", including a blog, downloadable resources, rota and events page</li> </ul>
<b>Getting to the Palace</b>	<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>
<b>What next?</b>	<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>
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	