

Volunteer role description Volunteer transition champions

What is a Volunteer transition champion?

Fulham Palace's £3.8 million restoration project 'Discovering the Bishop of London's Palace at Fulham' involves the reinterpretation of key rooms and newly open museum spaces, that will double our current exhibition spaces for visitors.

Our team of Transition Champion volunteers will have experience in providing excellent visitor engagement from other heritage sites so they can support the recruitment and training of existing and new Visitor Experience volunteers at Fulham Palace.



<p>What's in it for you?</p>	<ul style="list-style-type: none"> • Be an ambassador for excellent visitor engagement • Gain the satisfaction of helping transform the Fulham Palace visitor offer • Put your training and leadership skills to good use • Hands on experience in a heritage setting • 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, join in discussions with other volunteers, sign up to sessions and access all the information you need as a volunteer online • References for people who volunteer with us regularly for a few months
<p>What's involved</p>	<ul style="list-style-type: none"> • Use your experience of welcoming and engaging visitors to assist in training Fulham Palace's visitor experience volunteers • Once trained in the visitor offer at Fulham Palace, the transition champions will assist by familiarising volunteers with the new interpretation and visitor offer • As part of the Transition Champion team, work with the Visitor Services Manager and Palace staff team to support

	Front of House volunteers through the changeover period
This role will suit people who...	<ul style="list-style-type: none"> • Have experience in customer care from other heritage sites • Have experience in training and mentoring • Are interested in learning about Fulham Palace's interesting past • Are able to take initiative • Enjoy working as part of a team • Are motivated, proactive and open-minded • Are happy to work independently, but will be able to seek help and advice from the Visitor Services Manager as appropriate
Availability	From February – June 2019, flexible in terms of days
Main Contact	Arlene Fraser, Visitor Services Manager
Training/Resources	<ul style="list-style-type: none"> • In-house training on the HLF Restoration Project and new visitor offer • External Storytelling training • Full induction including health and safety procedures • All new 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?	<p>Please get in touch by completing an enquiry form, available at: http://www.fulhampalace.org/get-involved/volunteer/</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>
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.