

## Volunteer role description Volunteer enquiries assistant

### What is a Volunteer enquiries assistant?

Our volunteer enquiries assistants help facilitate the recruitment process, assisting the Volunteer development officer in recruiting wonderful volunteers to our programme. They volunteer for a couple of hours a week, fielding enquiries and helping people find roles within the palace.



As part of this role, you'll be responding to enquiries, sending relevant supervisors information, and updating data and records. This role would suit someone who is enthusiastic about facilitating participation in heritage settings.

<p><b>What's in it for you?</b></p>	<ul style="list-style-type: none"> <li>• Experience working behind the scenes within a heritage organisation</li> <li>• The opportunity to improve your Outlook, Word and internal software skills</li> <li>• Being part of a dynamic and welcoming 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>• A reference when you have volunteered with us regularly for 6 months</li> </ul>
<p><b>What's involved?</b></p>	<p>Tasks such as:</p> <ul style="list-style-type: none"> <li>• Checking and responding to e-mails and phone calls related to volunteer enquiries</li> <li>• Processing volunteer applications, arranging interviews and following up references</li> <li>• Scheduling twice monthly volunteer inductions</li> <li>• Helping at open days for prospective volunteers</li> <li>• Undertaking data analysis</li> <li>• Monthly meetings on a Wednesday to meet as a team and discuss the recruitment process</li> </ul> <p><i>Volunteers will be asked to sign a confidentiality agreement as the information they will be handling will include personal information about other volunteers at Fulham Palace.</i></p>

<b>This role will suit people who...</b>	<ul style="list-style-type: none"> <li>• Are computer literate and happy to be computer-based during their volunteering shifts</li> <li>• Are able to pay close attention to detail</li> <li>• Are conscientious and hardworking</li> <li>• Are confident using the phone and/or using e-mails to reply to prospective volunteers</li> <li>• Will be happy to work independently or without assistance</li> <li>• Enjoy taking ownership of tasks</li> </ul>
<b>Availability</b>	Volunteers can work half a day or a day per week but will need to make a weekly commitment – of course volunteers will have holidays too! Normal working days are either on a Tuesday, Thursday or Friday.
<b>Main contact</b>	Rachel Bray, volunteer development officer
<b>Training/Resources</b>	<ul style="list-style-type: none"> <li>• Training to help you carry out and develop in your role</li> <li>• Full induction including health and safety procedures, fire safety and customer service</li> <li>• All new volunteers have an introduction period, this is a settling in time 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</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 railway station is Putney</li> <li>• There are several bus stops within 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:</p> <p><a href="https://www.fulhampalace.org/get-involved/volunteer-at-fulham-palace/">https://www.fulhampalace.org/get-involved/volunteer-at-fulham-palace/</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.	