

## Volunteer role description Front of house volunteer

What is a front of house volunteer?

Fulham Palace has recently undergone the restoration project, 'Discovering the Bishop of London's Palace at Fulham'. Our museum has transformed and is comprised of more exhibition spaces and visitor engagement activities across all of our accessible historic rooms.



Our front of house team is responsible for delivering excellent customer service to 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 Fulham Palace and its history.

<p><b>What's in it for you?</b></p>	<ul style="list-style-type: none"> <li>• engage visitors with the fascinating history of Fulham Palace</li> <li>• meet interesting people from all walks of life</li> <li>• gain hands on experience in a heritage setting</li> <li>• work within the lively and welcoming front of house team</li> <li>• enjoy a varied role, including different tasks such as visitor welcome, retail, room and garden advisor</li> <li>• receive best practice internal and external training on customer service</li> <li>• get involved with our positive and engaging volunteer culture including social events, outings, forums and volunteer portal (contribute to blogs, sign up to sessions and access all the volunteer information you need online)</li> <li>• references for people who volunteer with us regularly</li> </ul>
<p><b>What's involved</b></p>	<ul style="list-style-type: none"> <li>• provide a friendly welcome and engage with visitors in our visitor welcome area, museum and historic rooms, shop and garden</li> <li>• share stories about Fulham Palace and the bishops who lived and worked here</li> <li>• contribute positively to an excellent visitor experience</li> <li>• deal with day to day enquiries in person across our site, advising on activities, events, facilities and bye laws</li> </ul>

	<ul style="list-style-type: none"> <li>• deal with telephone enquiries</li> <li>• provide practical and admin support to the front of house staff team</li> <li>• provide support to the retail manager and front of house manager in the shop e.g. stock replenishment and admin</li> <li>• work on the shop and visitor reception tills selling products</li> <li>• be an ambassador for our interpretation and visitor offer</li> <li>• monitor the safety of the collection in assigned room/s</li> <li>• assist with opening and closing processes</li> </ul>
<b>This role will suit people who...</b>	<ul style="list-style-type: none"> <li>• enjoy meeting new people</li> <li>• are proactive, friendly and adaptable</li> <li>• are interested in learning about Fulham Palace's fascinating past</li> <li>• enjoy working as part of a team, and are equally happy to work independently</li> <li>• are motivated, open-minded and willing to cover the various aspects of this exciting role</li> </ul>
<b>Availability</b>	Flexible, dependent on your availability
<b>Main Contact</b>	Valerie Weydert, front of house manager
<b>Training/Resources</b>	<ul style="list-style-type: none"> <li>• in-house training on the restoration project and visitor offer</li> <li>• external training to develop your skills</li> <li>• full induction including health and safety procedures</li> <li>• all volunteers have an introduction period, which is a settling in time of 6 weeks, at which time the Volunteer and communities manager will catch up with you</li> <li>• access to our volunteer's website, the 'volunteer portal', including our 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 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: <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 calling 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>	