

Volunteer role description Front of house volunteer

What is a front of house volunteer?

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. The museum tells the story of the Bishop of London's Palace at Fulham. Exhibition spaces reveal finds from archaeological digs while historic rooms tell us more about the way people lived and worked at the Palace.

This year the museum will also host a new exhibition on the Bishops of London, colonialism & transatlantic slavery.



<p>What's in it for you?</p>	<ul style="list-style-type: none"> • engage visitors with the fascinating history of Fulham Palace • meet interesting people from all walks of life • gain hands on experience in a heritage setting • work within the lively and welcoming front of house team • receive best practice internal training on customer service • 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) • references for people who volunteer with us regularly • opportunities to get involved in tour guiding, object handling sessions, family fun days and our large events.
<p>What's involved</p>	<ul style="list-style-type: none"> • provide a friendly welcome and engage with visitors in our visitor welcome area, museum and historic rooms and garden • share stories about Fulham Palace and the bishops who lived and worked here • contribute positively to an excellent visitor experience • deal with day to day enquiries in person across our site, advising on activities, events, facilities and bye laws • deal with telephone enquiries

	<ul style="list-style-type: none"> • provide practical and admin support to the front of house staff team • provide support to the front of house manager and supervisor • be an ambassador for our interpretation and visitor offer • monitor the safety of the collection in assigned room/s • assist with opening and closing processes
This role will suit people who...	<ul style="list-style-type: none"> • enjoy meeting new people • are proactive, friendly and adaptable • are interested in learning about Fulham Palace's fascinating past • enjoy working as part of a team, and are equally happy to work independently • are motivated, open-minded and willing to cover the various aspects of this exciting role
Availability	Flexible, dependent on your availability, ideally one shift or more a week (we ask all front of house volunteers to commit to at least 6 months)
Main Contact	Valerie Weydert, front of house manager
Training/Resources	<ul style="list-style-type: none"> • in-house training on new exhibitions and the visitor offer • internal training to develop your skills • full induction including health and safety procedures • 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: https://www.fulhampalace.org/get-involved/volunteer-at-fulham-palace/</p> <p>If you have any questions you can contact our volunteer enquiry assistants by emailing volunteer@fulhampalace.org 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>	