

Fulham Palace House & Garden

Volunteer role description Visitor welcome volunteer

What is a visitor welcome volunteer?

This role assists the visitor experience team by welcoming visitors to the site, answering questions visitors might have, encouraging donations and informing visitors of the Fulham Palace site rules.

Volunteers in this role will be expected to stand for long periods and spend time outdoors in all weathers.



<p>What's in it for you?</p>	<ul style="list-style-type: none"> • gain hands-on experience in a heritage setting • enjoy a varied role within a friendly team • get involved with our positive and engaging volunteer culture including social events, outings, forums and our volunteer portal where you can access all volunteer information online • references for people who volunteer with us for 6 months or more
<p>What's involved</p>	<ul style="list-style-type: none"> • welcoming visitors and giving a brief introduction to the site. • explaining the site rules to visitors where required. • letting visitors know that the site is free to enter and a charity, and encouraging visitors to donate. • encouraging visitors to explore the museum (and where appropriate promoting free children's activity trails). • providing information about the history of Fulham Palace and any current temporary exhibitions. • occasional litter-picking (optional) – tools will be supplied
<p>This role will suit people who...</p>	<ul style="list-style-type: none"> • are friendly and enthusiastic communicators who enjoy meeting people and are keen to learn more about the Palace's history.

	<ul style="list-style-type: none"> • confident with high levels of physical activity as the role will require a lot of walking
Availability	<ul style="list-style-type: none"> • Saturdays, Sundays and school holidays (13.15 – 16.00) • Briefing outside museum reception begins at 13.15
Main contact	Valerie Weydert, front of house manager
Training and resources	<ul style="list-style-type: none"> • full induction including health and safety procedures • a radio will be provided along with full radio training • you will be provided with a purple Fulham Palace hi vis to improve visibility. • training and support to carry out the role • all new volunteers have an introduction period of six weeks. At the end of this time, the volunteer development officer will catch up with you so both parties can reflect and make any adjustments to the role if they are needed • access to our volunteers' website, including blogs, downloadable resources, rota, events page and more
Getting to the Palace	<ul style="list-style-type: none"> • the nearest tube station is Putney Bridge • the nearest railway 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 telephoning 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>	