

Volunteer role description

Retail volunteer

What is a retail volunteer?

Retail volunteers play an important role in helping generate essential income for the Fulham Palace Trust, an independent charity. Based in the Fulham Palace museum gift shop, they provide a warm welcome to visitors and operate the till to assist selling a curated range of products related to the house and garden. They promote current products, assist in shop re-stocking and presentation and advise on the visitor offer.



They also help organise and run the museum shop stall during public events. Retail volunteers are part of the front of house team, who bring our spaces to life by providing a warm welcome for all visitors, promoting the charity and sharing their passion for Fulham Palace and its history.

<p>What's in it for you?</p>	<ul style="list-style-type: none"> • get involved with retail operations within a museum • 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 • work closely with the front of house manager and supervisor • receive best practice internal training on retail operations and 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 visual merchandising and product selection (depending on experience), help organise and run the museum shop stall during our large events.
<p>What's involved</p>	<ul style="list-style-type: none"> • provide a friendly welcome and engage with visitors in our museum gift shop • sell and promote shop products in support of the Trust • use the shop's EPOS system • be organised with payment records and stock • be confident with cash handling • help keep the shop well-presented and stocked

	<ul style="list-style-type: none"> • deal with day-to-day enquiries in person and advise on the visitor offer, events, facilities and bylaws • monitor the safety of the museum shop • help organise and run the museum shop stall during public events • provide practical and admin support to the front of house manager, supervisor and assistants • be an ambassador for our museum interpretation and visitor offer • contribute positively to an excellent visitor experience
This role will suit people who...	<ul style="list-style-type: none"> • enjoy engaging with people in a shop environment within a heritage setting • are proactive, friendly and adaptable • are interested in using and/or developing their retail skills • 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	Mondays, Wednesdays and/or Thursdays. Flexible, dependent on your availability, (we ask all retail volunteers to commit to at least six months)
Main Contact	Valerie Weydert, front of house manager
Training/Resources	<ul style="list-style-type: none"> • in-house training on retail procedures • 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. 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>	