

## Volunteer role description Front of house volunteer

### What is a front of house volunteer?

Volunteering as part of the front of house team offers interesting and varied opportunities but most commonly it is focussed on answering enquiries about planned visits to the site and providing a warm welcome to visitors to the historic house and garden.

Volunteers enjoy sharing their knowledge of Fulham Palace and its history to answer questions or enjoy helping people by directing enquiries appropriately. Front of house comprises welcome area, shop, museum, exhibition spaces, and historic rooms therefore most of what you do will take place indoors.



<p><b>What's in it for you?</b></p>	<ul style="list-style-type: none"> <li>• the opportunity to engage visitors with the fascinating history of Fulham Palace</li> <li>• further opportunities to get involved in tour guiding, object handling sessions, family fun days and our large events.</li> <li>• meet interesting people from all walks of life</li> <li>• work within the lively and welcoming visitor experience team</li> <li>• receive best practice internal training on customer service</li> <li>• hands on experience in a heritage/museum setting</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>• volunteer across multiple roles to enjoy variety, learn more, and gain breadth of experience</li> <li>• references for people who volunteer with us for 6 months or more</li> </ul>
<p><b>What's involved</b></p>	<ul style="list-style-type: none"> <li>• offering a friendly welcome and engaging with visitors in our visitor welcome area, museum and historic rooms and garden</li> <li>• providing information about the history of Fulham Palace and share stories about the bishops who lived and worked here</li> <li>• contributing positively to an excellent visitor experience</li> <li>• playing an important part in generating income for the charity and encouraging people to support our future work.</li> <li>• be an ambassador for our interpretation and visitor offer</li> </ul>

	<ul style="list-style-type: none"> <li>• monitoring the safety of the collection in assigned room/s</li> <li>• helping with day-to-day in person enquiries across our site, advising on activities, events, facilities and bye laws</li> <li>• assisting with telephone and email enquiries</li> <li>• providing practical and admin support to front of house staff</li> <li>• assisting 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>	<p>Please state in your application your availability and preferred regularity. Shifts can be full day or half day. The Palace is open seven days a week.</p> <p>Ideally one shift or more a week (we ask all front of house volunteers to commit to at least 6 months).</p>
<b>Main Contact</b>	Tim Marshall, front of house manager
<b>Training/Resources</b>	<ul style="list-style-type: none"> <li>• full induction including health and safety procedures</li> <li>• a radio may be provided along with full radio training</li> <li>• in-house training on customer service, the visitor offer, and our exhibition content</li> <li>• internal training to develop your skills</li> <li>• access to our volunteers' website, including blogs, downloadable resources, rota, events page and more</li> <li>• 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</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>	