

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. They promote current products, assist in shop re-stocking and presentation and advise on the visitor offer.

Retail volunteers also help organise and run the museum shop stall during public events.

Retail is part of front of house operations and the visitor experience team.



<p>What's in it for you?</p>	<ul style="list-style-type: none"> • The opportunity to get involved with retail operations, visual merchandising and product selection (depending on skills and experience) • work within the lively and welcoming visitor experience team • meet interesting people from all walks of life • work closely with the front of house manager and supervisor • receive best practice internal training on customer service • hands on experience in a heritage/museum setting • 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) • volunteer across multiple roles to enjoy variety, learn more, and gain breadth of experience • references for people who volunteer with us for 6 months or more
<p>What's involved</p>	<ul style="list-style-type: none"> • offering a friendly welcome and engaging with visitors in our museum gift shop • selling and promoting shop products in support of the Trust • using an electronic point of sale (EPOS) system • organising payment records and stock • be confident with cash handling • helping keep the shop well-presented and stocked

	<ul style="list-style-type: none"> • contributing positively to an excellent visitor experience • playing an important part in generating income for the charity and encouraging people to support our future work. • monitoring the safety of the museum shop • helping organise and run the museum shop stall during events
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	<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 retail/front of house volunteers to commit to at least 6 months).</p>
Main Contact	Tim Marshall, front of house manager
Training/Resources	<ul style="list-style-type: none"> • full induction including health and safety procedures • internal training on retail procedures • internal training on customer service and the visitor offer • access to our volunteers' website, including blogs, downloadable resources, rota, events page and more • 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
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>	