

Volunteer role description Visitor welcome volunteer

What is a visitor welcome volunteer?

This role assists the visitor experience team and events 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"> • the opportunity to meet interesting people from all walks of life, in-person, as you welcome them to the site and help them make the most of their visit • work within the lively and welcoming visitor experience team • options to be involved with interesting and exciting large events such as the Christmas fair (Dec) Apple day (Oct) and Green meet (May) • hands on experience in a heritage/museum setting • 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 • 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"> • 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, inviting visitors to donate. • encouraging visitors to explore the museum • raising awareness of relevant activities and events • providing information about the history of Fulham Palace and sharing stories about the bishops who lived and worked here • 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 • enjoy meeting people • are keen to learn more about the Palace's history.

	<ul style="list-style-type: none"> • are confident with physical activity (the role involves standing for long periods, walking across our extensive grounds) and spending time outdoors in all weathers.
Availability	<p>Please state in your application your availability and preferred regularity. Shifts can be full day or half day.</p> <p>The Palace is open seven days a week.</p>
Main contact	Tim Marshall, front of house manager
Training and resources	<ul style="list-style-type: none"> • full induction including health and safety procedures • a radio may be provided along with full radio training • training and support to carry out the role • 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 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>	