

Volunteer role description

Front of house volunteer

What is a front of house volunteer?

Front of house volunteers play an important role in bringing our museum spaces to life, providing a warm welcome for all visitors and sharing their knowledge of Fulham Palace and its history. They also help to operate the museum shop, generating valuable income for the Palace and its ongoing work.



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| What's in it for you? | <ul style="list-style-type: none">Gain hands-on experience in a fascinating and insightful heritage setting.Engage with the fascinating history of Fulham Palace.Enjoy a varied role within a friendly and supportive team.Get involved with our positive and engaging volunteer culture including social events, outings, forums and our volunteer portal, where you can access all resources online.References for those who volunteer with us for 6 months or more. |
| What's involved? | <ul style="list-style-type: none">Provide a friendly welcome and engage with visitors in our museum, shop and historic rooms.Share the stories of Fulham Palace and the bishops who lived and worked here.Contribute positively to an excellent visitor experience.Supervising visitors inside the Palace and reminding them of the site rules, where necessary.Provide support to the front of house manager and supervisor.Monitor the safety of the museum rooms and collection.Assist in the running of the museum shop; promoting sales, handling customer transactions and restocking as required. |

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| This role will suit people who... | <ul style="list-style-type: none"> • Enjoy meeting new people. • Are proactive, friendly and adaptable. • Are friendly and enthusiastic communicators, who enjoy meeting people and are keen to learn more about the Palace's history. • Enjoy working as part of a team and are equally happy to work independently. |
| Shifts | <ul style="list-style-type: none"> • Flexible, depending on availability. • Weekend and weekday shifts available (AM or PM). Volunteers asked to come in for one shift per week, ideally. |
| Main contact | <ul style="list-style-type: none"> • Front of house manager |
| Training and resources | <ul style="list-style-type: none"> • Full induction including training in health and safety, safeguarding and fire evacuation procedures. • Access to our online volunteer portal, including blogs, downloadable resources, rotas and more. |
| Getting to the Palace | <ul style="list-style-type: none"> • Nearest tube station is Putney Bridge • Nearest railway station is Putney • Several bus stops within walking distance • Travel expenses reimbursed up to £12 per day. |
| 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>For more information, contact our volunteer enquiry assistants by emailing volunteer@fulhampalace.org or calling 020 7736 3233.</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> | |