

## Volunteer role description

### Visitor welcome volunteer

#### What is a visitor welcome volunteer?

Visitor Welcome Volunteers play a crucial role in promoting Fulham Palace to the public. Working within the Front of house team, they provide a valuable point of contact for visitors, welcoming them to the site, answering any questions they might have and showing them what the Palace has to offer.



<b>What's in it for you?</b>	<ul style="list-style-type: none"><li>Gain hands-on experience in a fascinating and insightful heritage setting.</li><li>Enjoy a varied role within a friendly and supportive team.</li><li>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.</li><li>References for people who volunteer with us for 6 months or more.</li></ul>
<b>What's involved?</b>	<ul style="list-style-type: none"><li>Welcoming visitors and giving a brief introduction to the site.</li><li>Informing visitors of our status as a charity and encouraging them to donate to the Palace to support its upkeep.</li><li>Encouraging visitors to explore the museum and shop and letting them know about any temporary exhibitions and sales.</li><li>Providing information about the history of Fulham Palace and encouraging visitors to get hands-on with items from our collection.</li><li>Handing out promotional flyers for upcoming Palace events.</li><li>Handing out activity trails for our younger visitors.</li><li>Promoting the benefits of the Fulham Palace membership scheme and encouraging sign-ups.</li></ul>

	<ul style="list-style-type: none"> <li>Supervising visitors inside the Palace and reminding them of the site rules, where necessary.</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 friendly and enthusiastic communicators, who enjoy meeting people and are keen to learn more about the Palace's history.</li> <li>Enjoy working as part of a team and are equally happy to work independently.</li> </ul>
<b>Shifts</b>	<ul style="list-style-type: none"> <li>Flexible, depending on availability.</li> <li>Weekend and weekday shifts available (AM or PM). Volunteers asked to come in for one shift per week, ideally.</li> </ul>
<b>Main contact</b>	<ul style="list-style-type: none"> <li>Front of house manager</li> </ul>
<b>Training and resources</b>	<ul style="list-style-type: none"> <li>Full induction including training in health and safety, safeguarding and fire evacuation procedures.</li> <li>Access to our online volunteer portal, including blogs, downloadable resources, rotas and more.</li> </ul>
<b>Getting to the Palace</b>	<ul style="list-style-type: none"> <li>Nearest tube station is Putney Bridge</li> <li>Nearest railway station is Putney</li> <li>Several bus stops within walking distance</li> <li>Travel expenses reimbursed up to £12 per day.</li> </ul>
<b>What next?</b>	<p>Please get in touch by completing an enquiry form, available at:</p> <p><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>For more information, contact our volunteer enquiry assistants by emailing <a href="mailto:volunteer@fulhampalace.org">volunteer@fulhampalace.org</a> or by 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>	