

Fulham Palace House & Garden

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.



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

	<ul style="list-style-type: none"> Supervising visitors inside the Palace and reminding them of the site rules, where necessary.
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 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>	