

Fulham Palace House & Garden

Volunteer role description Tour guide

What is a tour guide?

Tour guide volunteers play an important role in bringing our spaces to life, providing a warm welcome for all visitors and sharing their knowledge of Fulham Palace and its history.



<p>What's in it for you?</p>	<ul style="list-style-type: none"> • learn more about the history of Fulham Palace house and garden, with training from Fulham Palace staff • engage visitors with the fascinating history of Fulham Palace • meet interesting people from all walks of life • gain hands on experience in a heritage setting • work within the lively and welcoming tour guide team • to be involved with a positive and engaging volunteer culture including social events, outings, forums and our volunteer portal – where volunteers are able to contribute blogs posts; join in discussions with other volunteers, sign up to sessions and access all the information you need as a volunteer online • references for people who volunteer with us regularly for more than 6 months
<p>What's involved?</p>	<ul style="list-style-type: none"> • leading history and garden tours (1 hour 15 minutes in length) • provide a friendly face to our visitors • undertaking training on the history of Fulham Palace • attending 4 guides meetings per year
<p>This role will suit people who...</p>	<ul style="list-style-type: none"> • have a passion for history and communicating this to visitors (although prior knowledge of Fulham Palace's history is not expected) • enjoy meeting new people and telling stories • have an interest in gardening and horticultural history • are proactive, friendly and adaptable
<p>Availability</p>	<p>Flexible – public tours run Thursdays, Saturdays and</p>

	Sundays with private tours throughout the year
Main contact	Nicola Price, commercial and visitor experience manager
Training/Resources	<ul style="list-style-type: none"> • in-house training on the history of the Palace and the garden • full induction including health and safety procedures • all new volunteers have an introduction period, this is a settling in time of around 2 months. At the end of this an appropriate person will catch up with you; this is an opportunity for both parties to reflect and make any adjustments to the role that are needed • Training to help you carry out and develop in your role. This includes a copy of the script for the tours. The usual training programme is that you will attend a tour led by a member of the Palace team followed by shadowing two guide-led tours then leading a tour with a volunteer guide present to support. We will meet with you regularly throughout your training and if you would like more support then we can change the training schedule to suit you. • access to our volunteer's website, the "Volunteer Portal", including a blog, downloadable resources, rota and events page
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 £12 per session
What next?	<p>Please get in touch by completing an enquiry form, available at:</p> <p>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>	