

Fleming Museum Volunteer

Role Description



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Purpose of the role:

Fleming Museum Volunteers provide a friendly welcome for visitors to the Museum. Volunteers support and actively engage with a wide variety of visitors to explain the importance of the discovery of penicillin and the site in which it was discovered at St Mary's Hospital. Volunteers also support ticket and shop sales at the Museum shop.

Skills/experience required:

- Empathy, with the ability to listen and observe
- A friendly and enthusiastic approach and the ability to work well with others as well as use own initiative where required
- Excellent communication and interpersonal skills
- Ability to follow instructions
- Reasonable level of fitness and activity to deal with steep stairs (Due to the age of the building there is no lift access)
- An enjoyment in meeting new people and dealing with members of the public.
- An interest in and enthusiasm for, the story of Alexander Fleming and the discovery of penicillin is desirable but no specialist knowledge is required and all required information will be given.

Key tasks:

- Collect and return Museum keys from Security Office and open up and close the Museum
- Collect admission fees
- Conduct short guided tours of Alexander Fleming's laboratory for visitors to the Museum
- Assist the Archivist/Curator when there are group visits, including school visits
- Supervise visitors to make sure they do not stray into other parts of the Hospital or damage/deface exhibition panels
- Check that all Museum rooms are secure and locked when not in use
- Serve customers in the Museum shop
- Keep an eye on stock levels and inform Archivist if any items are running low
- Ensure that the Museum areas are attractively laid out
- Assist with light dusting of artefacts when necessary
- Record number of visitors and add up takings from admissions and shop at end of each session

Time commitment:

Ideally we are looking for individuals who can volunteer at least once a week on a weekday. Shifts are available for the following;

Monday: 10am - 1pm

Tuesday: 10am - 1pm

Wednesday: 10am - 1pm

Thursday: 10am - 1pm

Apply online at: www.imperialcharity.org.uk/volunteering
Send your application to volunteering@imperialcharity.org.uk

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Visitors to the Museum can see Sir Alexander Fleming's laboratory, restored to its 1928 condition, and explore the story of Fleming and the discovery and development of penicillin through displays and video.

Location: Alexander Fleming Laboratory Museum, St Mary's Hospital, W2 1NY

Volunteer Supervisor for this role: Kevin Brown

Volunteering Manager for St Mary's Hospital: Matt Hatt

The Volunteer Appointment Journey For This Role

Application

Complete the application for this role, available online at imperialcharity.org.uk/volunteering-opportunities

Selection

Application forms will be reviewed with a view to inviting applicants to attend an informal interview

Vetting

Applicants who are successful at the interview stage will have references requested

Induction

Once vetting is successfully completed, new volunteers will be invited to attend a Core Training session as part of our induction journey for all new volunteers

Start Volunteering

Once new volunteers have attended their Core Training session they will be able to start volunteering in their new role

You must be at least **18 years old** to apply for this role



Our expectations for volunteers



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What you can expect from Imperial Health Charity as a volunteer:

- A staff member main contact who will manage your tasks, answer your questions and provide help when you need it
- Regular contact and support from staff within the Volunteering Department
- An official volunteer uniform and/or name badge (depending on your role) to wear whilst volunteering
- Induction and ongoing role-specific guidance, support and training
- Training and insurance cover to ensure you have a quality, safe and happy experience volunteering with us
- An opportunity to feed back about your experience volunteering with us
- Recognition for your contribution as a volunteer
- Expenses where eligible, in accordance with our volunteer expenses policy

What we expect from our volunteers:

- Support Imperial Health Charity, our hospitals and our partners in our work and carry out your volunteer role to the best of your ability in line with our policies, instructions and training
- Complete a volunteer induction session and any other training and updates you might need.
- Successfully complete required vetting checks (including DBS disclosure where required)
- Contribute to and share in the success of the team you are based in and the wider team of volunteers across the Trust
- Provide excellent customer service and strive to ensure that every patient or visitor has the best possible experience with us
- Recognise the importance of our patients, donors and NHS staff in supporting the work of the charity
- Wear your volunteer uniform and/or identification (depending on your role) whilst volunteering and ensure you are presentable at all times, following any location-specific dress code as required
- For health and safety reasons sign in and out each time you volunteer according to the routine for your location
- Support our policies, procedures and standards as outlined in our volunteer agreement
- Ensure all activities you undertake as a volunteer for us achieve the charitable aims and objectives and do not risk bringing the charity or hospital into disrepute
- At all times be positive, accountable and accept constructive feedback
- Meet time commitments and standards agreed, and give reasonable notice when unavailable, so other arrangements can be made

What we offer for volunteering with us:

- A full day's core training to equip you for the hospital environment
- A volunteer uniform and identification
- Recognition for your time spent volunteering through our length of service awards and thank you events
- Out of pocket expenses for travel and refreshments
- Regular communications including a quarterly printed Volunteering Newsletter

Next Steps

- 1. Complete the volunteer application for this role and return it to us via email to: volunteering@imperialcharity.org.uk**
- 2. We will arrange to meet with you for an informal interview to find out more about you and your motivations for wanting to volunteer.**
- 3. We will then take you through our vetting process, which for this role includes requesting references.**
- 4. Once we have successfully completed the vetting process we will arrange your Core Training day to equip you for your role so you can get started.**



volunteering@imperialcharity.org.uk



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