

Volunteer Role Profile



Volunteer Role	Alexander Fleming Laboratory Museum Volunteer Guide
Volunteer Manager	Hospital Volunteering Team
Where you will be based	Hospital

Why we want you

Alexander Fleming Laboratory Museum Volunteer Guides 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.

What you will be doing

- Collect and return museum keys and open and close the museum
- 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

The skills you need

- A friendly, positive, adaptable and approachable manner
- Ability to be empathetic, patient and calm in difficult situations if they arise
- Ability to work well within a diverse team
- Ability to follow instructions and be flexible when things change
- Ability to act on own initiative within set boundaries
- Excellent communication and interpersonal skills, including English language
- Ability to respond to visitor needs in a proactive and caring way
- Physically able to volunteer on your feet for several hours at a time and push a trolley to patients' bedsides

- No specialist knowledge of Alexander Fleming and penicillin is required

What's in it for you

- A fun and fulfilling opportunity to give back to your local community as well as use and develop your skills
- Recognition for your contribution as a volunteer via our awards scheme and regular newsletter
- Reimbursement of agreed out of pocket expenses for travel and refreshments
- Volunteer Core Training and ongoing role-specific guidance, support and training
- Additional learning opportunities to help you grow and develop in your volunteer role and beyond
- An official volunteer uniform to wear whilst volunteering
- A named member of staff as a main point of contact who will support you, manage your tasks, answer questions and provide help when you need it
- Regular contact and support from staff within the Volunteering Department, including a dedicated hospital volunteering team based at your main hospital site
- An opportunity to feed back about your experience volunteering with us