

Bethlem Museum of the Mind and Bethlem Gallery share a stunning Art Deco building situated within the site of The Royal Bethlem Hospital in Beckenham. We are two organisations who work independently, but collaboratively, to promote better understanding of mental illness, the care and recovery of service-users. The Gallery and Museum are now looking to recruit a number of new volunteers. The Front of House role is similar across both organisations, although there are some differences, of which you need to navigate when making your application. We look forward to hearing from you!

Role Title: Front of House Volunteer

Location: Bethlem Museum of the Mind

Bethlem Museum of the Mind holds the collections of the Bethlem Royal Hospital, Warlingham Park and Maudsley Hospital. Starting life as a priory in 1247 ('The Order of St Mary of Bethlehem'), the hospital has been located on four different sites. Once known as the notorious 'Bedlam' in the 1700's, the hospital gained notoriety, its name synonymous with chaos and mayhem. The third site at St George's Fields, now housing the Imperial War Museum, began to focus on a growing understanding of mental illness and the care of patients, with an emphasis on recovery. Today we continue this tradition, with both patients and members of the public enjoying over 250 acres of green space which now accommodates The Royal Bethlem Hospital.

The Museum of the Mind aims to encourage people to talk about mental health; our interactive displays consider contemporary issues relating to mental health, using archival material, objects and artworks to generate discussion and debate. We are proud to have been shortlisted as finalists for Art Fund Museum of the Year 2016, just a year after we moved into our new museum, a stunning Art Deco building, once used by the hospital as its administrative block. To complement our permanent gallery, we host three temporary exhibitions a year, inspired by our collection and archive. We also programme an activity programme to reflect the '*Five Ways to Wellbeing*' identified by the South London and Maudsley NHS Foundation Trust, the Museum's governing body. We are also joined by Bethlem Gallery, whose contemporary art display and studio is located on the ground floor.

Role Description: One of our main aims is to make everybody who walks through our doors feel welcome. As a Front of House volunteer you will ensure that all of our visitors feel valued. The role encompasses many different tasks, including but not limited to

- Greeting visitors at the front door and upstairs on the foyer
- Helping with visitor queries
- Selling items in the museum shop and taking stock
- Cleaning the museum shop
- Invigilating the permanent and temporary galleries
- Maintaining the gallery space through regular checks and cleaning procedures as outlined by the museum conservator
- Assisting with museum events
- Ensuring health and safety standards are maintained

Role Requirements:

- You do not need to have any experience in a public facing role, as we will provide you with all necessary training
- You must be prepared to learn how to use the shop till and card machine, as they are an integral part of this role. Training will be provided.
- An interest in museums, art and/or history would be beneficial to the role
- An understanding of mental health would also be beneficial
- **Must be available for an informal meeting.**
- **Must be able to attend a local induction.**

Time Commitments:

- We expect our weekday volunteers to assist once a week and our Saturday volunteers to assist twice a month. However, we are flexible and will take personal circumstance into account.
- We do not generally look for volunteers to help out the whole day - we ask our volunteers to come in on a morning (10.00 - 13.00) or an afternoon (13.00 - 17.00).

What we can offer you:

- Support in building your skills, knowledge and confidence
- The chance to meet new people, and be part of a tight-knit team of staff and volunteers.
- Free training from the museum, the South London and Maudsley NHS Trust and the London Museums Development Team.
- Bethlem Museum can cover reasonable travel expenses. You would be expected to bring your own food, or to purchase lunch at the canteen or community centre on site.
- Use of the museum kitchen area, where you can use the microwave and refrigerator. Free tea and coffee will be available.
- Invitations to volunteer social events

How to Apply:

E-mail Michelle at frontofhouse@motm.org.uk to indicate your interest. You will be sent an application form and a copy of the volunteer handbook to read through. Fill in the form and return it to the aforesaid email address.

If you have any questions, please get in touch with Michelle at frontofhouse@motm.org.uk or phone 020 3228 4227.