



LONDON LOCALS VOLUNTEER

WHO ARE WE

London Museum is London's shared place in the middle of it all. No matter where you've come from, how long you're staying for, or what side of the river you live on, we offer a home for exploration and adventure where all of London's stories cross and collide.

The new London Museum will open in Smithfield on 28 November 2026. It brings together thousands of years of London's history alongside a new social space for the city.

Underneath the market's restored dome, Our Time will be a central hub featuring 13 large installations rooted in our city's living memory. Everyone who enters will bring their own expertise on the London they know and will be able to join the conversation.

Come and be part of our London history!

**LONDON
MUSEUM**



LONDON LOCALS VOLUNTEER

London is made by the people who live it. We're looking for volunteers to help bring Our Time to life by sharing their own memories, experiences and stories connected to one of the **three key themes**. Whether it's the sound of a market before sunrise, hanging out after school at the chicken shop, working on London's streets, or the places that made you feel at home, your story can help visitors see London differently.



As a London Locals volunteer, you will:

- Connect visitors with objects and displays, either 1-1 or in small groups, sharing your own experiences of London around one of the four key themes.
- Spark conversations with visitors that help people connect with London's history through your own lived experience.
- Help create a warm, welcoming atmosphere alongside museum staff and other volunteers.

Three key themes:

- **People who lived, worked or spent time around Smithfield** market buildings and watched the local area change.
- **Londoners who provide services to their fellow Londoners using the city streets.** We'd love volunteers who can add their stories of working in roles such as lollipop person, cycle courier or member of the emergency services.
- The many **social places that bring Londoners together**, whether that's Morley's, Fabric, the India Club, the Galtymore Dance Club or somewhere only locals know.



WHO WE'RE LOOKING FOR

We want the museum to feel like a place where Londoners recognise themselves. That means hearing voices from every corner of the city, with all its grit and glitter.

You don't need museum or formal experience. You'll be:

- Passionate about London's past, present and future and connecting visitors to the stories within our collection.
- Comfortable sharing your unique stories, personal memories and experiences around one of the themes.
- Don't worry if you've never spoken in public before. We'll give you the training and support you need.
- This role is open to volunteers aged 18 or over.

Available shifts: Tuesday – Friday and Sundays

- Morning: 9:30 am – 1:00 pm*
- Afternoon: 1:30 pm – 5:00 pm*

This is an ongoing role for a couple shifts a month, with a suggested minimum commitment of six-months. There may also be opportunities to for evenings, weekends and special events.

*Indicative timings.

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WHAT'S IN IT FOR YOU?

You'll have the chance to:

- Gain training from industry leading organisations in storytelling, public speaking and visitor engagement to help you shape your stories.
- Share your story with visitors from around the world.
- Build confidence and develop communication skills.
- Meet new people and become part of a welcoming volunteer community.
- Play a part in launch and opening of a brand-new London Museum.
- Help shape how London's story is told for years to come.

We'll make sure you feel confident and supported by providing:

- An induction to the museum, our values and behaviours.
- Ongoing support throughout your volunteering.
- A volunteer uniform for your shifts.



VOLUNTEER RECOGNITION, AWARDS AND BENEFITS

The museum highly values the involvement of volunteers and aims to recognise volunteer contributions wherever possible. Volunteers are recognised through our many volunteer events, development opportunities and socials.



Volunteers' Week

We aim to run an array of events and tours to recognise and thank our volunteers.



Thank You Event

We host an annual thank you event to say thank you to all our volunteers



Marsh Volunteer Awards

At our Thank You Event, we award our volunteers, managers and teams



Discounts

Receive discounts at our Smithfield and Docklands museum shops and cafés



Reimbursements

Reimbursement of travel and lunch expenses, up to £12 per day.

INFORMATION SESSIONS

Want to know more?

Join one of our informal information sessions to find out more about the role and have an opportunity to ask questions. The sessions are available on the following dates and times:

Online: Wednesday 19 August, 5:00 – 6:00pm

In-person: Friday 4 September, drop-in from 12:00 – 2:00pm
at **London Museum Docklands**
No 1, West India Quay
Hertsmere Rd
London E14 4AL

Online: Wednesday 9 September, 5:00 – 6:00pm

To book a session, email:

engagement@londonmuseum.org.uk

**LONDON
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HOW TO APPLY

Fill out application here <https://bttr.im/z5z20>

Application deadline 20 September 2026 by 11:59pm

The application will ask you to provide a brief summary of your London story in any of the following formats.

- 300 words
- 2-minute audio clip
- 2-minute video

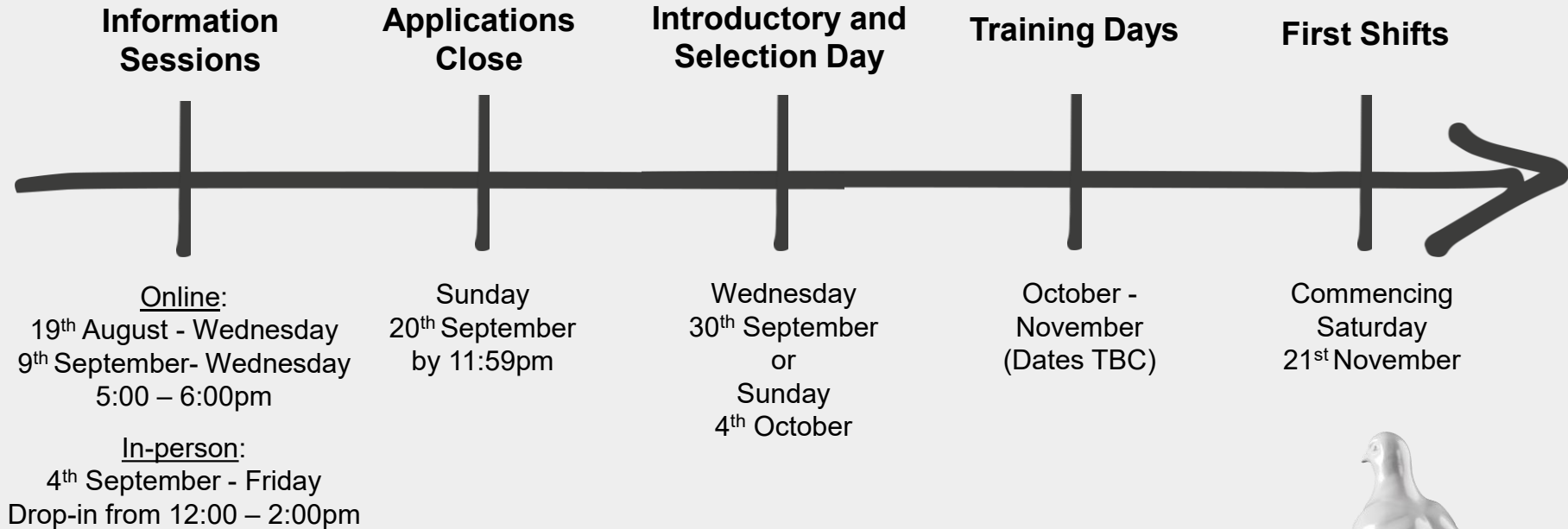
This role requires a Basic Disclosure check, arranged and paid for by the museum.

London Museum is committed to equal opportunities and building a diverse volunteer community. The museum is wheelchair accessible and has accessible toilets.

If you have access needs, want to apply in a different format, or have any questions, please email us:

engagement@londonmuseum.org.uk

YOUR VOLUNTEER JOURNEY



CONTACT

If you have any questions about the role or need additional information, please get in touch with the Engagement team: engagement@londonmuseum.org.uk

Find out more about volunteering at London Museum
londonmuseum.org.uk/volunteering