



WELCOME 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.

Our new free galleries will showcase iconic objects and never-before-seen items. We're creating a social hub for the city – one that connects the museum's rich collection, London's vibrant communities and energy.

Come and be part of our London history!

**LONDON
MUSEUM**



WELCOME VOLUNTEER

Our new London Museum will be busy, loud, exciting, full of questions and first impressions. As a Welcome Volunteer, you'll help shape those first moments. You'll volunteer alongside Experience Hosts across the Real Time and Our Time spaces, helping visitors feel comfortable, confident and genuinely welcome from the moment they walk through the door.

You'll help visitors make the most of their time here by:

- Giving clear, friendly directions around the museum
- Helping people use the digital guide
- Sharing personalised recommendations and tips
- Supporting visitors with access needs
- Helping families and schools find activities and resources that work for them





WHO WE'RE LOOKING FOR

We want every visitor to feel that London Museum is for them — whether they stay for ten minutes or lose themselves here for hours. London Museum is rethinking what a museum can be: open, alive, rooted in the city and shaped by the people who use it. Volunteers are a huge part of bringing that energy to life every day.

You don't need previous experience in a museum. We care more about how you are with people.

We're looking for volunteers who:

- Speak to people warmly, clearly and confidently
- Enjoy the buzz of a busy public space
- Like working as part of a team
- Can adapt when things change day to day
- Stay calm, welcoming and approachable, even when it's hectic

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



"I LOVE VOLUNTEERING
HERE, I'VE MET SO MANY
DIFFERENT PEOPLE, IT'S A
GENUINELY WELCOMING
ENVIRONMENT!"

LONDON
MUSEUM



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.



HOW TO APPLY

Fill out application here <https://bttr.im/t86pr>

Application deadline 13th September by 11:59pm

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

If you have access needs, or want to apply in a different format, email us: volunteering@londonmuseum.org.uk

We appreciate everyone's interest in volunteering, but we unfortunately can't offer a volunteer placement to everyone who applies. We receive many more applications than the current number of volunteer roles available.

We select volunteers based on the information you give during the recruitment process, such as your skills, availability and what you hope to gain from the role. We will contact you if you have not been selected and there will be opportunities to apply for additional volunteer roles in the future.

RECRUITMENT

Introductory and selection sessions:

After the online application closes, we will hold an introduction and selection session. This is an opportunity for us to meet you, and for you to learn more about London Museum and the Welcome Volunteer role. Shortlisted candidates will be invited to attend a morning or afternoon session on one of the following dates:

- Thursday 24th September
- Saturday 26th September

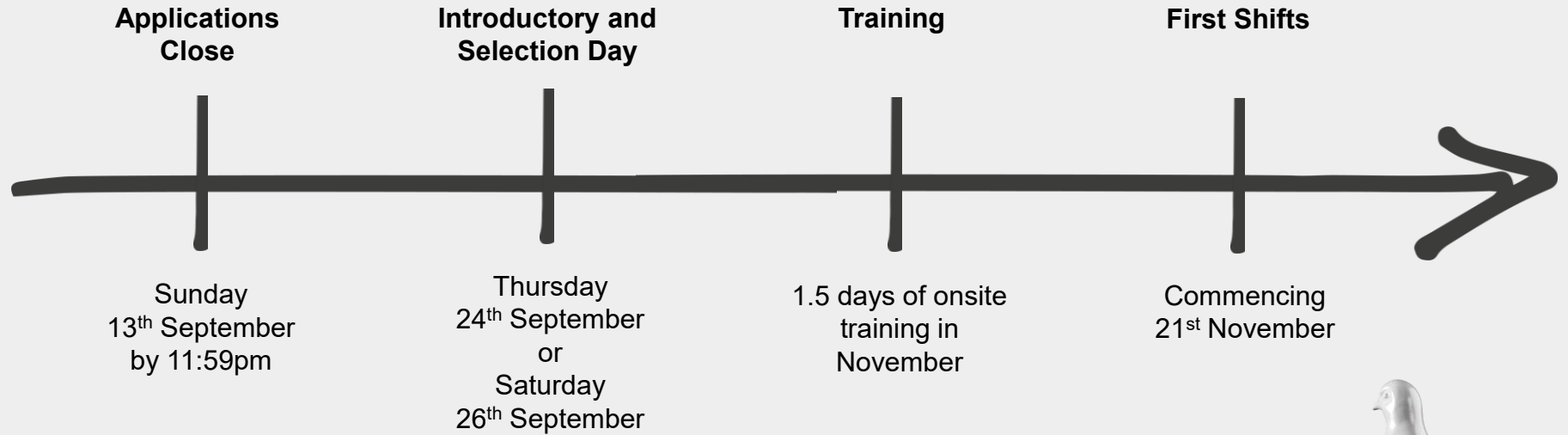
Training:

To ensure that everyone has the support they need to feel confident in the role, volunteers will take part in two mandatory trainings necessary to be considered for this role.

- 1.5 days of onsite training in November.
- 1 day of independent online training to take place in your own time.



YOUR VOLUNTEER JOURNEY



CONTACT

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

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