

# VOLUNTEER ROLE

## **LONDON LOCALS VOLUNTEER**

|                       |                                         |
|-----------------------|-----------------------------------------|
| <b>Volunteer role</b> | <b>London Locals Volunteer</b>          |
| Team                  | Engagement                              |
| Location              | London Museum, West Smithfield, EC1 9AG |
| Volunteer Manager     | Engagement Coordinator                  |

### **Who we are**

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 this year. 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.

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.

### **What you'll do**

London is made by the people who live it. We're looking for volunteers to help bring Our Time to life by sharing your own memories, experiences and stories connected to one of the **three key themes** (see more below). 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.
- 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.

London Locals volunteer shifts Tuesday – Friday and Sundays:

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

\*Indicative timings.

There may also be opportunities to volunteer at evenings, weekends and special events.

We're looking for people who can volunteer a couple of times a month. This is an ongoing role with a suggested minimum commitment of six-months.

## Why this role matters

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. Your memories can help someone understand what it felt like to grow up here, work here, celebrate here or simply call London home.

## What we're looking for

You don't need museum experience or formal qualifications.

You'll be:

- Passionate about London's past, present and future and to connect visitors to the stories within our collection.
- Comfortable sharing your unique stories, personal memories and experiences.

We're looking for people with specific stories to tell around the **three key themes**:

1. **People who lived, worked or spent time around Smithfield** market buildings and watched the local area change.
2. **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.
3. 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.

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**.

## 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.

## What you'll get from us

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.
- Reimbursement of travel and lunch expenses, up to £12 per day.
- A volunteer uniform for your shifts.
- Receive discounts at our Smithfield and Docklands museum shops and cafés.

## Good to know

- London Museum is committed to equal opportunities and building a diverse volunteer community.
- This role requires a Basic Disclosure check, arranged and paid for by the museum.
- The museum is wheelchair accessible and has accessible toilets.
- If you feel like you might have access needs, please get in touch – we want this role to be available to as many people as possible, and will work our hardest to make the necessary adjustments so that you can volunteer with us.

## Recruitment journey

To find out more join one of informal information sessions with the Engagement team. In these sessions we'll tell you more about the role and you'll have an opportunity to ask questions. The sessions are available on the following dates and times:

- Online: Wednesday 19<sup>th</sup> August, 5:00 – 6:00 PM
- In-person: Friday 4<sup>th</sup> September, drop-in from 12:00-2:00 PM  
London Museum Docklands  
No 1, West India Quay  
Hertsmere Rd, London E14 4AL
- Online: Wednesday 9<sup>th</sup> September, 5:00 – 6:00 PM

To book a session email [engagement@londonmuseum.org.uk](mailto:engagement@londonmuseum.org.uk)

**Introductory and selection sessions:**

Shortlisted candidates will be invited to attend a morning or afternoon introduction and selection session on one of the following dates:

- Sunday 4<sup>th</sup> October
- Wednesday 7<sup>th</sup> October

### Training:

To ensure that everyone has the support they need to share their stories with confidence, London Locals volunteers will take part in these trainings:

- 2 half day onsite sessions on storytelling and public speaking on the following dates:

| Module 1: Choose one of these dates         | Module 2: Choose one of these dates         |
|---------------------------------------------|---------------------------------------------|
| Friday 16 <sup>th</sup> October – Afternoon | Friday 23 <sup>rd</sup> October – Afternoon |
| Saturday 17 <sup>th</sup> October - Morning | Saturday 24 <sup>th</sup> October - Morning |

- 1.5 days of onsite visitor experience training in November
- 0.5 day of independent online training done on your own time

Attendance at all sessions is essential.

### How to apply

Please complete our [online application form](#) by midnight **Wednesday 30<sup>th</sup> September 2026**. If you have access needs, want to apply in a different format, or have any questions, please email us: [engagement@londonmuseum.org.uk](mailto:engagement@londonmuseum.org.uk)

As part of your application, you will be asked to provide a brief summary of your London story. You can provide this in any of the following formats.

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

For more information about this role, please contact the Engagement team:  
[engagement@londonmuseum.org.uk](mailto:engagement@londonmuseum.org.uk)