Museums both large and small are amongst the greatest assets we have in our city, offering insights into history and the wider world. Volunteers have a crucial role to play in their success, offering knowledge and enthusiasm that help make them custodians of these wonderful institutions. Our own Team London programme recognises the importance of volunteering in the capital and we should all applaud all the dedicated individuals picking up this year’s London Volunteers in Museums Awards.

Boris Johnson
Mayor of London

“Over the past few years we have supported London’s volunteers and Volunteer Managers through our training programmes and by offering advice and support to the network and awards steering group. We are delighted this year to provide funding towards the LVMA awards ceremony, such an important event recognising the contribution that volunteers make to museums across London.”

Ben Travers
Regional Museum Development Manager
WINNER:
Warship Conservation Team, Imperial War Museum (HMS Belfast)

The Imperial War Museum was planned before the First World War had even come to an end and first opened to visitors in 1920. Today Imperial War Museums (IWM) focuses on the causes, course and consequences of conflicts involving Britain and its Commonwealth since 1914. Across five branches in Britain and its Commonwealth, these ambitious projects have achieved some major changes to the structure of the Conservation department of the ship leaving only a Conservation Manager and two museum technicians to preserve the last of Britain’s big gun armoured ships from World War II and the Cold War era.

The move to create a Warship Conservation volunteer team to support staff was no easy feat and it shows the dedication of the volunteers that they persevered to make the transition work. Staff and volunteers now work closely together to ensure that this ambitious project plan is successfully met.

From autumn 2008 to March 2015, our Warship Conservation Volunteers have collectively donated over 20,000 hours volunteering in support of the conservation plan; most recently restoring the gun director and currently working on the boat crane whilst another small sub team has been digitising original drawings of the ship and making operation and maintenance manuals available.

The team are also involved with special events hosted by HMS Belfast and man an information centre where they explain to visitors what is being done to preserve the ship, how work is carried out and what pieces of equipment are currently undergoing treatment.

This nomination is for a team who have been working to preserve HMS Belfast – a unique survivor of Britain’s maritime heritage. During the past year there has been some major changes to the structure of the Conservation department of the ship leaving only a Conservation Manager and two museum technicians to preserve the last of Britain’s big gun armoured ships from World War II and the Cold War era.

HIGHLY COMMENDED: Archaeology Online Team, LAAFC Museum of London

The Archaeology Online volunteer project seeks to get the World’s Largest Archaeological archive online, one artefact at a time. Since last October Guy, John and Sunny have formed a dedicated team who have continued to offer their time and patience throughout the year to digitise our collection. Importantly their experience means that they are the first Archaeology Online team to move beyond digitisation, and to start researching the wider context and insights the objects provide using corresponding archaeological records.

The team are a fantastic example of how, despite being given a highly individualistic task, they have gone out of their way to engage with each other as a team, working together to strengthen each other’s understanding and compilation of tasks. This takes many forms from the simple encouragement of how best to edit an image in Photoshop, or supporting each other in reading and understanding some of our unconventional and confusing archaeological records when researching the context of these objects.

Their collaborative enthusiasm for the subject is infectious and their output for the Museum is of an incredibly high standard. The team has taken huge ownership and invested in the project and they work with energy beyond expectation.

Prop and Costumes Volunteers, London Transport Museum

The London Transport Museum is based in Covent Garden and has a large volunteer team who get involved in all areas of the museum. The Props and Costumes volunteers are part of the learning department and are an excellent example of what volunteers can achieve when they work together! As a team, they have created a facilitated costume programme for family visitors to help bring characters from the past to life. They researched the characters, helped to decide on the format of the sessions and are now out on the galleries delivering the activities and also training newer members of the team.

What makes this team stand out is their collaborative commitment to the programme and their teamwork. They have set up a Facebook group to keep in contact with each other; taking responsibility to keep each other informed when they are unable to come in and supporting new members of the team. The team are also really keen to make the programme the best it can be, suggesting improvements and happily trialling new methods to help activities run smoothly and guarantee visitor enjoyment.

Without the enthusiasm and commitment of the Props and Costumes team, London Transport Museum would not be able to offer this level of personal engagement and facilitation to families outside school holidays. We are delighted that their contribution is being recognised through these awards.

RUNNERS-UP:
Centre for Human Bioarchaeology Volunteers, Museum of London
Christina Broom Volunteers, Museum of London Docklands
Collections Volunteer Team, Bethlem Museum of the Mind
e-Mesozoic Volunteer Team, Natural History Museum
Front of House Volunteer Gallery Assistant Team, Orkans House Gallery
Garden Volunteers, Museum of the Order of St John
Garden Team, Westley House Museum
Jewish Military Museum Volunteer Team, Jewish Museum / Jewish Military Museum
Mike Sullivan & John Richardson, RAF Museum
Poppies Volunteers, Tower of London (Historic Royal Palaces)
Sarah Griffin, Museum of the Order of St. John

The Museum tells the story of the Order of St. John from its origins in eleventh century Jerusalem, through to its role today with St. John Ambulance and the St John Eye Hospital in Jerusalem. The Museum’s small team of staff are supported by over 85 volunteers who preserve and conserve the history and heritage of the Order and ensure that the collections and historic sites are accessible to the public.

Sarah is currently studying for an MSc in Conservation for Archaeology and Museums at University College London and has been volunteering at the Museum since January 2014.

From the outset, Sarah expressed a keen interest in interpreting conservation practices and providing the Museum’s visitors with an insight into the work that goes into caring for collections. To further this, she has developed, marketed and delivered hands-on sessions for a range of audiences from families to school groups and her fellow volunteers.

Her school workshop ‘Mystery in the Museum’ is now part of the Museum’s regular learning offer and means, for the first time, the offer incorporates the science curriculum.
WINNER: John Stredwick, London Canal Museum

The London Canal Museum is an independent museum almost entirely run by volunteers that occupies a former ice warehouse on the Regents Canal. Our mission is to promote and educate our visitors in the history and heritage of the London waterways and the ice trade, through exhibitions, events, our education programme and on-going research.

Our volunteers provide front of house customer service for all our visitors, retail assistance, educational learning sessions for groups of school children, talks and tours for visiting adult groups and tow path walks and tunnel trips for our visitors. Much work also goes on behind the scenes in research, collections care and our oral history project.

John has volunteered at London Canal Museum since 2011 and, like most of our volunteers, began as a Museum Assistant, and progressed to become a key holder managing the day to day running of the museum 2 days per month. John is now undertaking an expanded second edition of helping to develop a children’s activity trail based on the 12 objects, re-designing display panels and creating a series of information paddles for visitors.

John richly deserves recognition for his willingness to go ‘over and beyond’ his core role and give so much time and commitment to the museum. His most substantial additional contribution within the last year has been the production of a new guide book – London Canal Museum in 12 Objects – a first for the Museum. On his own initiative, John made a presentation to our Trustees and undertook the project with great energy and persistence. From original research, writing articles or commissioning them from other volunteers, to promoting the finished 76 page book, John has ensured that the guide book has been produced to the highest standards.

The book has significantly enhanced visitor experiences and John is now undertaking an expanded second edition, helping to develop a children’s activity trail based on the 12 objects, re-designing display panels and creating a series of information paddles for visitors.

Chiho established the first fully curated and accessioned ‘molecular collection’, a landmark, enabling us to roll out an optimised procedure to all facility users.

This work is contributing to targets within the NHM Digital Collection Project, a landmark, enabling us to roll out an “molecular collection”, a landmark, enabling us to roll out an optimised procedure to all facility users.

WINNER: Chiho Ikebe, Natural History Museum

The Natural History Museum is home to around 550 volunteers and over 80 million specimens which form the world’s most important natural history collection. The scientific community uses the collection to answer key questions about the past, present and future of the solar system, the geology of our planet and life on Earth.

Chiho joined the Museum volunteer programme in early 2014 with the Vietnamese Land Snail Fauna project. This project collected specimens from endangered habitats in Vietnam, partly for the Fossil Ark Project, a pioneering programme saving genetic diversity of endangered animals allowing for possible species restoration to address future extinctions.

Chiho has undertaken the project with great energy and persistence. She made a presentation to our Trustees and undertook the project with great energy and persistence. She made a presentation to our Trustees and undertook the project with great energy and persistence. She made a presentation to our Trustees and undertook the project with great energy and persistence. She made a presentation to our Trustees and undertook the project with great energy and persistence.

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HIGHLY COMMENDED: Michael Meech, RAF Museum

The Royal Air Force Museum is located in Hendon, North West London, and is a world-class aviation museum focussing on the history and development of the Royal Air Force. It attracts approximately 350,000 visitors a year, from the UK and worldwide, to see its unique collections of aircraft and associated artefacts.

Michael has been a volunteer at the Museum for 21 years as a Tour Guide, catalogue and event supporter. As a Tour Guide, Michael delivers general tours to our visitors and specialist and booked tours which earn an income for the Museum. These cover all areas of the Museum (the hangars) giving details of the aircraft and, artefacts, together with stories of the history of the Royal Air Force and its part in defence of the country from the early days to the present day actions.

As a catalogue, Michael is using his considerable knowledge cataloguing part of our Photographic Collection. He is a published author and regularly talks on the subject of the First World War and Contact Patrons.

Michael wrote the script notes for a new tour of the First World War in the Air Exhibition and produced extensive background notes to enable the Tour Guides to enhance their tours.

In a literal sense, Michael does go the extra mile because he lives in Clacton, Essex and journeys approximately 5 hours into the Museum at least once a week.

RUNNERS-UP:

Ann Wallace, Horniman Museum and Gardens

Cherie Chong, Charles Dickens Museum

Christine Gray, London Transport Museum

Frances Moore-Hill, Old Royal Naval College

Francesca Placentini, Museum of Brands, Advertising and Packaging

Jennifer Robbins, Museum of London Docklands

Kim Thad, The Sill Robin Trust

Laurie Akehurst, London Transport Museum Depot

Mercy Sword, Royal Museums Greenwich

Michael Cavanagh, Fulham Palace

Objects for Learning Volunteer Team, Museum of London

Reg Weaver, The Royal Artillery Museum

Sue Morris, Imperial War Museums

Terry Walton, Museum of the Order of St. John

Visitor Services Intro Volunteer Team, Museum of the Order of St. John

Volunteer Programme Office Support volunteers, HMS Belfast (Imperial War Museums)
WINNER: Rosa Gomez, Tower of London (Historic Royal Palaces)

Historic Royal Palaces is the independent charity that looks after the Tower of London, Hampton Court Palace, Banqueting House, Kensington Palace, Kew Palace and Hillsborough Castle. Our aim is to help everyone explore the story of how monarchs and people have shaped society, in some of the greatest palaces ever built. Although the Palaces are owned by The Queen on behalf of the nation, we receive no funding from the Government or the Crown, so we depend on the support of our visitors, members, donors, volunteers and sponsors.

Rosa is a Visitor Research Volunteer organising exit surveys with visitors to find out how they engaged with the site and whether they enjoyed their experience with us. The results of the surveys Rosa has participated in have influenced all areas of the running of the Tower of London as well as having a wide-reaching influence on the rest of Historic Royal Palaces. The role requires advanced skills in listening, reading and writing English. Not only that but the volunteer must establish a rapport with the visitor very quickly in order to persuade them to stop for long enough to complete the whole questionnaire and still leave with a smile on their face.

When Rosa first joined us she had recently arrived in the UK and spoke very little English. It was extremely brave of her to take on this volunteering role because it is regarded as one of the most challenging roles that we offer.

Rosa has shown an impressive motivation to develop and has persevered with learning a new survey every month taking each challenge in her stride. Rosa’s confidence has bloomed since she started with us and her English is now so strong that she is starting an exciting new business venture as a Reflexologist.

We wish her all the best of luck in her new career.

DEVELOPING IN A ROLE

HIGHLY COMMENDED: Connie Kavanagh, Museum of London Docklands

The Museum of London Docklands, close to Canary Wharf, outlines the history of the ports and docks in London; it is the base of the London Museum Development team. The team often use the Museum as a ‘resource’ for training courses.

Connie started in a new role as training support volunteer with the London Museum Development team in April 2014 – meeting and greeting training delegates from museums across London and helping organise bookings and resources beforehand. Connie had never volunteered in a museum before or in a role that was predominantly front of house. This was a new challenge and although she was a little nervous and appeared to lack confidence in her own abilities the team took to her straight away. Connie met the challenge ‘to meet and greet’ receiving excellent feedback from participants. A colleague, Yvette, commented that “Connie is always friendly, helpful and willing to lend a hand with anything”.

The role was initially for 3 months but Connie was keen to continue to ‘get more done’. With Connie’s keen eye for detail and excellent organisational skills she has helped with website updates, developed a comprehensive spreadsheet to check everything is up to date and consistent across the pages, re-organised the team’s resources and proof read reports and information.

The team would not have achieved what we have in the last year without Connie’s help and support. She is not the kind of person who ‘likes’ recognition and though she certainly would not expect it, she thoroughly deserves to be recognised with this award.

Robert Moriarty, HMS Belfast (Imperial War Museums)

The Imperial War Museum was planned before the First World War had even come to an end and first opened to visitors in 1920. Today Imperial War Museums (IWM) focuses on the causes, course and consequences of conflicts involving Britain and its Commonwealth since 1914. Across five branches of IWM more than 1,000 volunteers are involved in front of house and behind the scenes roles including: Collections Support, IWM Members Recruitment, Interaction, Specialist Office Support, Visitor Orientation Briefings, and Warship Conservation.

The Interaction Volunteers Team is involved across IWM London Branches. It began operations on HMS Belfast in 2010, extended to the Churchill War Rooms in 2011 and was rolled out to the main IWM London site following its First World War Centenary in 2014.

More than 250,000 visitors have now benefitted from the friendly welcome and object based explanations offered by team members afloat, underground and in the heart of our new IWM London galleries. When Robert joined the team, he lacked confidence and self-esteem and found it difficult to look people in the eye and talk, let alone interact. It has been quite a journey and a privilege to see Robert grow and mature into a person who can now hold his head up and be confident to interact with a broad range of visitors.

With confidence comes self-esteem and Robert is a different person from when he first started. Although one could say this is from careful nurturing by others, this achievement has been reached by Robert’s perseverance and commitment to the role.

RUNNERS-UP:

Amy Moffat, LAARC (Museum of London)
Amanda Shultz, Charles Dickens Museum
Julia Sachs, Museum of Brands, Advertising and Packaging
Keith Raeburn, London Transport Museum
Louise Bascombe, Horniman Museum and Gardens
Nigel Peace, Natural History Museum
Rachel Bates, Old Royal Naval College
Razia Iqbal, Imperial War Museums
Sir John Soane’s Museum
Sarah Wilkinson, Museum of the Order of St John
Stian Rees, Geffrye Museum
Tamsin Benson, Imperial War Museums

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Alan Marvin
The Royal Artillery Museum

The Royal Artillery Museum charts the 300 year history of the Royal Regiment of Artillery and the 700 year story of the development of guns and gunnery for many with both these strands joined together by the personal stories of the Gunners themselves, told so easily and comprehensively through the 12,000 medals the museum holds in its collection.

Alan has volunteered at the Royal Artillery Museum in two areas over the last 10 years. Alan is a gallery warden and tour guide on Fridays and a specialist medal curator on Mondays.

Alan took on the role of specialist medal curator - starting by methodically working through all of the cabinets of medals, photographing and logging each medal, cross referencing with the museum’s ADLIB records. He then undertook a housekeeping exercise, re-affixing all individual medals that would be on display, Alan has been a regular participant at the Museum stand at the BBC “Who Do You Think You Are – Live!” national genealogy show and also at the Army Museums Ogilby Trust (AMOT) “Memorabilia Checkpoint” where over the years he has imparted his extensive knowledge about medals and military genealogical research to thousands of visitors.

His efforts far exceed those expected of a volunteer. This has been an outstanding performance; the projects above are long-term, which without continuity and longevity of one man’s service could not have been achieved by this or any other museum. His dedication, accuracy and cheerfulness have always been present and his work is always of the highest standard.

He has participated over the last 6 years in the museum’s display and research stand at the annual Orders and Medals Research Society Convention. Not only managing the various stands on the day but spending the previous 6 months researching the individual medals that would be on display, Alan has been a regular participant at the Museum stand at the BBC “Who Do You Think You Are – Live!” national genealogy show and also at the Army Museums Ogilby Trust (AMOT) “Memorabilia Checkpoint” where over the years he has imparted his extensive knowledge about medals and military genealogical research to thousands of visitors.

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Alan Marvin

HIGHLY COMMENDED: Pat Tilly, London Transport Museum

London Transport Museum presents the ongoing story of public transport in London, with a focus on how that story is closely linked to the development and economic success of the capital city itself.

The Museum is supported by an active Friends organisation whereby the Friends offer their time, knowledge and enthusiasm as volunteers and fundraisers.

With a growing membership of over 2,500, the London Transport Museum Friends needs efficient administration. Handling this workload requires considerable time, dedication and meticulous attention to detail which Pat has tirelessly and generously given over a substantial period of time since 1999.

It is not a glamorous role in the public front line but it is absolutely vital that it is done competently and with discretion (as members’ personal information, including banking details, is involved).

Pat, as the Membership secretary, (originally alone, but now supported by a small team) has performed this vital role for 16 years and this award is our way of thanking and recognising her dedicated commitment. Without Pat’s diligent processing of all the paperwork, emails, telephone calls and web site applications, the friends as an organisation would not be able to keep track of its members, nor their subscriptions (which fund all that we do), and the individual Friends would not get the membership benefits to which they are entitled, nor be kept up to date with all that is going on.

Roger Huddle, William Morris Gallery

Waltham Forest Museum, Gallery and Archive Service encompass two main sites, the William Morris Gallery situated in Lloyd Park and Vestry House Museum which includes the Local Studies Library and Archive.

The William Morris Gallery is housed in an 18th Century Georgian house in Walthamstow and is the only public gallery devoted to the life and work of William Morris. The Gallery conserves, researches and cares for the heritage and legacy of William Morris and aims to encourage the widest possible audience to engage with his ideas and influence.

In 2012 the William Morris Gallery underwent a £5 million redevelopment project which saw the main galleries redeployed, combining treasures from the collection with hands-on, interactive exhibits as well as an exhibition programme featuring internationally renowned artists and opportunities for local and emerging artists.

Roger is one of our longest serving visitor volunteers and has made a really positive impact on the visitor service team. He has a long standing relationship with the gallery, having been a member of the Friends of the William Morris Gallery for many years, and remains a driving force within that organisation.

With his extensive knowledge and commitment he encourages volunteers, staff and visitors to learn more about the life and work of William Morris by engaging them with introductory talks, training sessions and running an exceptional programme of events.

RUNNERS-UP:
Alison Walker, V&A Museum

Doug Parry, Museum of the Order of St. John

Graeme Zeitlin, Imperial War Museums

Kate Pickering, Florence Nightingale Museum

Roger Wright, Natural History Museum

Ruth Lancaster, Museum of London

Steve Smith, Horniman Museum and Gardens

Valerie Packar, Charles Dickens Museum

Alan Marvin
WINNER: Taliha Gazi, William Morris Gallery

The William Morris Gallery in Walthamstow is owned and managed by the London Borough of Waltham Forest. It is the only public gallery devoted to the life and work of William Morris. Following a major redevelopment project in 2012 the Gallery has welcomed more visitors than ever before; it was named Museum of the Year in 2013 and has established a thriving volunteer programme for people from all walks of life.

In 2014, Taliha was the first person to start undertaking some paid events to the wider museum. She has recently been key roles in curating an exhibition, recruiting new members to the Young Curators Group and giving them a voice within the organisation.

Taliha has a mature, professional approach and has represented the Gallery with high profile stakeholders and artists including the Head of Cultural and Heritage Services at the Council and liaised with dance organisation Khyal Arts to perform, a genuinely brilliant example of programming.

Her fellow Young Curators said that Taliha is a valued team member and singled her out for bringing leadership to the discussions, being excellent at keeping everyone on task and having creative problem-solving ideas.

HIGHLY COMMENDED: Charly Pickard, Horniman Museum and Gardens

The Horniman Museum and Gardens is based in Forest Hill, south east London. Its incredible collection spans anthropology, musical instruments, natural history, an aquarium, animal walk and over 16 acres of gardens. Alongside this sits an ambitious learning programme that engages thousands of schools, families, young people and community groups every year, supported by a dedicated team of over 120 volunteers.

Charly has been a key member of the Horniman Youth Panel from its beginning in 2010. She has remained a regular member throughout the years, helping the Panel to change and evolve, supporting new members, taking senior roles in events, running Youth Panel sessions and advocating for young people and the Youth Panel internally and externally.

Her dedication is extraordinary – she is always there early, and stays late to make sure everything is tidied up and secure. She is a great support to members with special educational needs showing great sensitivity and maturity in helping the Youth Panel to be inclusive, safe and supportive for everyone. She is hugely popular with staff, volunteers and visitors alike and always brings with her a huge sense of fun and enthusiasm.

Charly is really vital to the Youth Panel, and to the wider museum. She has recently started undertaking some past events support work at the museum alongside the Youth Panel which is testament to all that she has learnt over her time with us and her incredible ongoing commitment to the organisation.

We are delighted to celebrate her incredible contribution over the last five years. She has shaped and, we hope, will continue to shape the work of the Horniman Museum and Gardens for years to come.

RUNNERS-UP:

India Burchell, RAF Museum
Jack Daniel, The Royal Artillery Museum
Jack O’Riordan, London Transport Museum
Joe Marshall, Historic Royal Palaces
Megan Parker, Trust for the Order of St. John
Shannon Riley, Jewish Museum

SPECIAL YOUTH

Anna Campen, Bexley Heritage Trust at Hall Place & Gardens

Bexley Heritage Trust manages Hall Place & Gardens, a stunning Tudor house with magnificent gardens and Danse House, a beautifully restored Georgian villa, both in the outer London Borough of Bexley. The Trust also manages the Bexley Museum Collection.

Anna started at Hall Place on a formal work experience placement helping with events and marketing and then opted to continue volunteering with the Trust during her free periods on Wednesday afternoons for the whole of the lower sixth, finishing the school year with another week of formal work experience with the博物馆 collection.

Over the past school year we have seen Anna grow in confidence and believe in her own abilities. She has displayed a maturity beyond her years and has been a pleasure to work with.

We nominated Anna for recognition that during a time when she was under immense pressure from school with exams, she still made a commitment to volunteer with us in her free time.
Sarah’s hard work means that the SCC and Museum have benefitted hugely from the input of volunteers, particularly with their help in carrying out the large amount of follow-up work from our recent Collections People Stories Collections review. Her commitment to SCC volunteers ensures that they can continue on successfully to employment or further educational opportunities.

WINNER: Sarah Mahood, Horniman Museum and Gardens

The Horniman Museum and Gardens is based in Forest Hill, south east London. Its incredible collection spans anthropology, musical instruments, natural history, an aquarium, animal walk and over 16 acres of gardens. Alongside this sits an ambitious and over 16 acres of gardens. The ambition of the Museum is to ensure that the Royal Air Force’s story endures and enriches future generations. Our vision is to be a world-leading museum that engages, inspires and connects everyone with the RAF story through exploration of its people and collections.

Our 5 Volunteer Team Leaders have ensured that through a period of great change, the volunteers’ voices have been heard and their activity has continued. The Volunteer Team Leaders are: Sylvia Briggs, Peter Nash, James Long, Nigel Simmons and Ian Corfield.

In 2015, the Society of Friends they used to be a part of was disbanded and a broader volunteering programme was implemented. Before, during and since this change, the Team Leaders have provided consistent support to both the volunteers and the museum; sharing their knowledge, skills, patience and enthusiasm for the museum, its aim and work. They have maintained the engagement of our 80 volunteers, continued to coordinate their activities, ensuring our collection remains conserved and accessible to our visitors. They have provided volunteer support to the museum’s new Volunteer Manager, providing guidance on current practice and assisting them with getting to know the volunteers, their motivations and their needs.

HIGHLIGHT COMMENDED: Volunteer Team Leaders, RAF Museum

The Royal Air Force Museum is Britain’s National Museum telling the story of the RAF through its people and collections.

Kelly Inward, Natural History Museum

The Natural History Museum first opened its doors to the public on Easter Monday in 1858, but its origins go back more than 250 years. Volunteers have been involved with the Museum since its very conception however the programme was only formalised in the early 90’s. Today with over 80 million specimens we are home to the largest and most important natural history collection in the world and privileged to have the support of over 550 volunteers across the Museum.

Kelly is a research assistant at the Museum; sharing their knowledge, skills, patience and enthusiasm for the museum, its aim and work. They make us stop and think about our time, and continue to hold their trust. They provide great support and reassurance to a team of volunteers who have supported the museum for a long time, and continue to hold their trust. They make us stop and think about our suggestions and ideas, in a manner that is constructive, respectful and thought provoking.

Change can be challenging for all, and they are showing great resilience, willingness and desire to work with the museum. They support each other, and are very much a team in their own right.

Kelly Inward, Natural History Museum

Sarah has since updated the SCC guidance for volunteers to be consistent with the main site. Taking a hands-on approach with new starters, she has developed and provided an induction that ensures volunteers and placement students understand how the SCC works, the rules to be found there, as well as how to handle, move and pack objects and use the collections database. Sarah keeps in regular contact with the team supporting and providing extra assistance as required as well as administering the repayment of volunteers’ expenses and maintaining and allocating ongoing and potential tasks. She gives the volunteers help and advice, including support in applying for jobs or their course/studies.

Along with the lab-based work, Kelly also had field trips to the New Forest where a team of up to 4 volunteers help collect insects present in the leaf litter. During these trips Kelly really shows her passion for the natural world as well as her time management skills as we have to start quite early and wrap up before lunch. The trips are a wonderful way of learning about the natural habitat of the insects that we sort in the lab as well as a fun way of getting to know the broader volunteer team and Kelly. Last but not least; having the opportunity to take part at Science Uncovered (a late night science festival at the MHI last year) alongside Kelly as part of team was a real privilege. Kelly’s clear instructions made it easy for us as volunteers to handle queries posed by visitors.

The LVMA Steering Group would like to thank the following individuals and organisations for their generous assistance and support of this year’s Awards (without whom this event would not have been possible):

Bexley Heritage Trust
Courtauld Institute of Art
Florence Nightingale Museum
Fulham Palace
Fusilier Museum
Geffrye Museum
Headstone Manor
Health Robinson Museum
Historic Royal Palaces
Horniman Museum
Hunterian Museum
Imperial War Museums
Jayne Williams
Lauderdale House
London Museum Development
London Transport Museum

(with special thanks for hosting)

RAF Museum
Royal Academy of Arts
Royal College of Surgeons
Royal Museums Greenwich
Science Museum
Sir John Soane’s Museum
SS Robin Trust
The Charles Dickens Museum
The Jewish Museum
The Museum of the Order of St. John
The Natural History Museum (with special thanks to the Design Studio Team)

West House
William Morris Gallery

The Judges

Clive Pankhurst (Trust Lead for Volunteer Services at UCLH)
Dea Birkett (Director, Kids in Museums)
Kate Bowgett (Director of Advocacy, Groundswell UK & Vice Chair of Volunteer Centre Southwark)
Michelle Martin (Chief Executive, Volunteer Centre Greenwich)
Richard Gough (Volunteer Coordinator, Ironbridge Gorge Museum Trust & Founding member of the Heritage Volunteering Group)
Sue Barnard (Relationship Manager, Museums, Arts Council England)