



LONDON VOLUNTEERS IN MUSEUMS AWARDS 2014



LONDON VOLUNTEERS IN MUSEUMS AWARDS 2014

FOREWORD



the individuals being recognised at this year's London Volunteers in Museums Awards.

Boris Johnson
Mayor of London

London has an unrivalled range of museums, from world-class institutions to smaller local treasures. They are an asset to our city and their success is in large part due to the hard work and commitment of the dedicated volunteers who give their time, as well as bring their knowledge and enthusiasm. Our own Team London volunteering programme shines a light on the generosity and public spiritedness of Londoners and I congratulate all

London's museums are among the best in the world and it is important we recognise the important role that volunteers play in making sure they these attractions can continue to enthrall Londoners and visitors. Team London also provides opportunities and encouragement for Londoners of all ages and backgrounds looking to support their city and to better themselves, by giving up some of their time. We are proud that already thousands of people are helping out in the capital, but we will always welcome new volunteers who would like to get involved in the variety of interesting, exciting, and challenging opportunities we have available.'

Veronica Wadley
Senior Advisor for Team London, Volunteering, Charities, and Sponsorship

BEST TEAM

WINNER: Family Tours, London Transport Museum Depot

London Transport Museum explores the story of London and its transport system over the last 200 years, highlighting the powerful link between transport and the growth of modern London, culture and society since 1800. The Museum Depot at Acton holds the majority of the Museum’s collections which are not on display in the main Museum in Covent Garden. It opens to the public for special events, including themed open weekends and guided tours.

The Family Tours volunteer team has widened access to the Museum Depot for family audiences, by developing and leading family tours for the first time. The team come from a range of backgrounds and bring a mix of skills; some were long-standing volunteers with collections knowledge, others were volunteers on the LTM family programme. The group have shared their skills and together developed an engaging, popular family tour.

The volunteers delivered the tours in pairs, to ‘bounce off’ and support one another but the whole team brought a willingness to break down barriers, challenge themselves and support their fellow tour guides. They are united by a real desire to see families inspired by the Depot.

One of the key successes mentioned by families is the patience, knowledge and engaging approach of the tour guides:

“My son has learnt so much today and thoroughly enjoyed himself. He has Autism and ADHD and the staff had so much patience and answered all his questions. They made a little boy incredibly happy, did a fantastic and informative tour and are a credit to the LTM.”



Top: David Southworth
Middle L-R: Richard West, Stephanie O'Neill-Winbow, Richard Moules
Bottom L-R: Richard West, Paul Bogalski, John Campbell, Virginia Jenner

HIGHLY COMMENDED: Interaction Team, Imperial War Museums

Imperial War Museums (IWM) is a 5 branch organisation which focuses on the causes, course and consequences of conflicts involving Britain and its Commonwealth since 1914.

Our 3 London Branches (the Churchill War Rooms, HMS Belfast and IWM London) are supported by some 434 volunteers who deliver a range of support services to museum staff and visitors in both front of house and behind the scenes roles.

Our Interaction Volunteer Team help deliver the Informal Learning Programme at all 3 London Branches. We believe they are worthy contenders as a big part of their success has come from their ability to work as a team despite a broad range of ages, abilities, previous knowledge and life experiences.

On HMS Belfast the Team help introduce visitors to key spaces on board bringing these locations alive with both information and artefacts. At the Churchill War Rooms the Team facilitate visitors’ enjoyment of the Churchill Museum by the operation of the ‘Out of the Box’ mobile exhibitions unit which includes a range of replica items linked to Churchill’s life and work.

At IWM London’s new ‘Learning Stations’, funded by the Clore Foundation, the Team help visitors to get close to history with the use of original artefacts from both the First and Second World War periods. The Team have developed as individuals through the

learning journey that this opportunity has been making possible since 2010.

Learning Volunteer Team, Cutty Sark (Royal Museums Greenwich)

Following a major conservation project, Cutty Sark re-opened in April 2012, beginning a new chapter in the extraordinary life of the last surviving tea clipper, the fastest and greatest of her time. April 2012 also marked the launch of the ship’s new learning programmes, and we now have a team of 14 volunteers supporting over 70% of our family learning activities.

They’ve helped us build a very positive reputation for our family learning programme and they greatly enhance the quality of what we offer; feedback continually praises ‘our friendly and helpful volunteers’. Recently, they helped at our Pirate Party family day, and were instrumental in its success. We would not have been able to run it without their support and, what’s more, they all happily dressed up as pirates.

This level of enthusiasm is what really makes the team stand out. From cheering visitors on in quoits competitions on the Main Deck, to donning fancy head gear and playing musical statues with toddlers, they throw themselves into activities with gusto.

Not only have they supported the family programme, they have also offered their time and energy to other projects, such as Kids in Museums Takeover Day.

When asked “what could have been done better?”, one child aged 6 commented “We could have made better hats, but the ladies [supervising] couldn’t have done better”.

RUNNERS UP

Aldwych Tour Team,
London Transport Museum

Collections Team, Vestry House Museum

Conservation and Collection Care Volunteer Team, Museum of London

Croydon Museum and Archive Service volunteer team, Museum of Croydon

Economic Botany Collection Team,
Royal Botanic Gardens, Kew

Garden Team,
Museum of the Order of Saint John

Holocaust Survivor Team,
Jewish Museum

Room Steward Team,
Strawberry Hill House

Sainsbury Archive Veteran Volunteers,
Museum of London Docklands

Warship Conservation Team,
Imperial War Museums

BRINGING INNOVATION

WINNER:
Mike Smith,
Natural History Museum

The Natural History Museum first opened its doors to the public on Easter Monday in 1881, 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 we have over 500 volunteers involved across the Museum and around 80 million specimens; as the largest and most important natural history collection in the world.

Mike began as a volunteer with the Fossil Fish Section three years ago by helping to re-box specimens in specific conservation grade material, improving access and ensuring specimen longevity. More recently, Mike suggested holding a meeting to honour the 150th Anniversary of the birth of Sir Arthur Smith Woodward (ASW), an eminent Fossil Fish researcher. He volunteered to organise the meeting, with support from NHM staff. This was well above his usual volunteering role and expectations the section and Museum had placed on Mike when he started.

Mike did extensive research in to ASW's life and scientific work (much in his own time and expense). He then set about arranging the symposium from invitations to leading experts and the Woodward family to tracking down type fossil specimens and negotiating material on loan for the conference.

His incredible work resulted in highlighting an important collection in an innovative and novel way. Through this symposium Mike was able to provide the British Museum with extra information about the Woodward medals they have in their care, enhancing knowledge and promoting their collections.

Feedback from the ASW meeting was very positive with many saying how it was well organised and great to learn more about Smith Woodward.

Without Mike's tremendous input we would not have been able to hold the Woodward Symposium and the Museum would know a lot less about one of its key palaeontologists. We hope the success of the symposium will encourage others to do something similar to promote their collections.



Mike Smith with ASW display and poster

HIGHLY COMMENDED:
Matt Taylor,
Vestry House Museum

Vestry House Museum, housed in a former workhouse in Walthamstow, explores the culture and history of Waltham Forest.

Matt has transformed the Museum's engagement with new audiences via social media, using innovative and creative ways to get people involved online. This has included arranging and recording interviews and podcasts with artists, poets and museum staff, running competitions and finding new ways to get people excited about the collections. His skills, commitment and sense of fun are hugely appreciated by the whole team. Followers on Facebook have risen from 100 to over 600, and our newly launched Twitter account is already attracting a strong following.

Archive Team,
Museum of the Order
of St. John

The Museum of the Order of St John tells a unique and fascinating story — 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.

Part of the Museum's collection is a vast, and as yet uncatalogued, archive.

The Archive Team have worked together to create box lists and reading room documents in support of a successful HLF bid, which will see the Museum's First World War archive made readily available for consultation by researchers for the first time.

Ann, a qualified archivist, trained and worked alongside Angela and Mark in order to ensure an efficient process and the continuation of relevant skills within the Museum volunteer team. Great progress has been made, and thanks to the team's hard work and commitment, they have changed the way the Museum works with its archive.

RUNNERS-UP

Andrea Mountaine,
Horniman Museum and Gardens

Centenary Support Volunteers,
Imperial War Museums

Christi Morrison,
Science Museum

Delwen Samuel,
Strawberry Hill House

Exhibition Research Team,
London Canal Museum

Niall Devitt,
London Transport Museum

Richard West,
London Transport Museum

GOING THE EXTRA MILE

WINNER: Ian Corfield, RAF Museum

The Royal Air Force Museum is Britain’s National Museum of Aviation and operates on two publicly accessible sites, one in London and the other at Cosford in the West Midlands. Ian is the Team Leader of the Vehicle Team in London. He inherited a long-established team which had become less effective over the years but with patience, understanding and determination Ian has built an active volunteer workforce who make an outstanding contribution to the work of the Museum.

Ian leads by example and has been an inspiration to other volunteers on the Vehicle Team. He has changed his days at the Museum to assist with the training of our apprentices and has co-operated fully with the Leaders of the Aircraft and Marine Craft teams to direct the members of the volunteer workforce to where they can be most effective. All of this has contributed enormously to the high standard of conservation and display of our large three-dimensional artefacts.

Most recently, Ian’s team has restored to running order two of our road vehicles dating from the First World War and are thus able to demonstrate how they operated in period. They paid meticulous attention to detail, so that the originality of

the artefacts has not been compromised and they ensured that safety measures to protect both the vehicle and the Museum were in place. Both vehicles will form a dynamic part of our new, major exhibition featuring air forces in the First World War. It is safe to say that we would not have contemplated taking on this project without such an active, competent and supportive vehicle team. It is also true that the main reason this volunteer team is so committed and so valuable to us is because of Ian’s leadership.



Ian Corfield

HIGHLY COMMENDED: Graeme Tipp, Cutty Sark (Royal Museums Greenwich)

Graeme has volunteered since the re-opening of the Cutty Sark in April 2012 and has made an incredibly valuable contribution to the ship, helping in a wide variety of ways, bringing both knowledge and enthusiasm on board. He was the ship’s first ‘Explainer’, helping visitors to engage with the ship’s stories, understand her structure and experience what life was like for the crew. He uses his excellent interpersonal skills to entertain children, families, overseas visitors, maritime enthusiasts and day-trippers alike.

In addition he assists with the on-going maintenance of the ship by helping to repair and maintain wooden fixtures and structures on board and cleaning the brass fittings. This is crucial work which also demonstrates to visitors how we are caring for our 145-year-old ship.

Graeme is reliable, incredibly dedicated (in all weathers) and a very positive and friendly team member. He’s given hundreds of hours to the ship and even helps to attract visitors to Cutty Sark remotely, via a promotional film which includes his personal highlights of Cutty Sark. He can be seen in person at the end:

<http://youtube/54mIG3aL2fY>

Jill Morley, Horniman Museum and Gardens

The Horniman stores in Greenwich are home to a team of 15 staff and 10 volunteers who work on collections management, documentation and photography of the fantastic collections.

Jill really does go the extra mile for us in not only the work she’s done, but also literally with her epic 1.5 – 2 hour journey to get to us! She came to us after being made redundant and has been volunteering for almost 3 years working on a project to reorganise, consolidate and index our acquisition paperwork and files.

The work she has done has made a huge impact on our efficiency and records management as the files are now tidy, consistent, manageable, and, most importantly, useable. This in turn has had a direct and major impact on our work towards re-accreditation.

Jill is a brilliant representative of how beneficial volunteering can be to the volunteer and employment seeker as well as the employer and so we are thrilled that she is getting the recognition she deserves.

RUNNERS-UP

Book Team,
Museum of the Order of St John

Christian Kile,
Sir John Soane’s Museum

Dalia James, William Morris Gallery

Elaine Ryan,
Vestry House Museum & William Morris Gallery

Gordon Thorpe,
Imperial War Museums

Guy Bloom, Museum of London

Ian Read, London Transport Museum

Jane Tomkins,
The Geffrye Museum of the Home

Janet Allman, Vestry House Museum & William Morris Gallery

Jim Farbon, Museum of London

John Hart, London Transport Museum

Katie Tomkins, Museum of London

Lynda Gordon, Jewish Museum

Sajia Alkozi, Benjamin Franklin House

Sue Ann Gladhaug, Strawberry Hill House

Simon Manton Milne, Imperial War Museums

Tony Ricks, London Canal Museum

V Factor Volunteer Leader Team,
Natural History Museum

Volunteer Office Support Volunteers,
Imperial War Museums

DEVELOPING IN A ROLE

WINNER:
Naomi Russell,
Horniman Museum
and Gardens

The Horniman stores in Greenwich are home to a team of 15 staff and 10 volunteers who work on collections management, documentation and photography of the fantastic collections.

Naomi began volunteering at the Horniman stores in December 2011. During this time she has worked on a range of projects including repacking, cataloguing and photographing difficult to identify objects and researching a complex historic loan-in project. From the beginning she has shown ambition and has continued to develop her skills and seek out opportunities for her own personal and professional development. It is this enthusiasm and commitment that has led to her getting paid work in the museum sector.

Naomi is a prime example of how to develop within a volunteering role. She has not only progressed in her capacity as volunteer at the Horniman in the specific roles she has undertaken, but has shown how to develop a fledgling museum career through diligence and commitment. Her positive attitude and willingness to help have made her a pleasure to work with and consequently she has become, and will continue to be, an asset to the museum profession.



Naomi Russell

HIGHLY COMMENDED:
Clyo Parecchini,
Museum of London

Clyo is a volunteer at the Museum of London’s Archaeological Archive, the largest of its kind in the world, and which includes evidence from 8,500 different excavations from London in its collection. The Archive has been funded by Arts Council England to expand its public programmes since 2012, including to schools and family audiences.

Clyo started as an Archaeology Family and Schools Volunteer last January, a completely new volunteer role which ranges from delivering storytelling sessions to under 5’s to assisting teenagers on a real excavation. To some this might be a daunting undertaking (especially if you aren’t fluent in English) yet Clyo is the first to put herself forward when new opportunities present themselves, including assisting in sessions for autistic children, developing session concepts and stepping in when we are short of other help.

Clyo has generously shared her talent and skill as an illustrator with us too. Her ability to combine her artistic skills with her new archaeological knowledge enabled her to bring our under 5’s mascot, Morti the Mouse, to life in a variety of ways for our workshops (from being a pirate to Shakespeare!).

She has also been a firm advocate of the Archive in her blog, sharing what she has learnt in the role and encouraging others to get involved. Here’s her account of her first training day with us:
<http://tinyurl.com/o7qocmn>

We know that she will keep challenging herself in the future, and are thrilled that she is part of our team.

Francesca Piacentini,
Museum of Brands,
Packaging & Advertising

The Museum of Brands features over 12,000 original items of household and global brands, toys, sweets, fashions, posters and magazines. The fascinating story unravels from Victorian times, decade by decade to the present day. The Museum of Brands is located just two minutes’ walk from Portobello Road in Notting Hill, London.

Francesca has really gone above and beyond to learn as much as possible about Intellectual Property and Branding. She has done a lot of independent research and understands what a complex subject IP is but she still manages to deliver the research in an interesting and fun way to education groups – a great achievement! Francesca has really developed into a highly experienced Education Volunteer who has been integral in training others and sharing her skills and experience on Intellectual Property making it a fun and accessible subject for FE students.

- RUNNERS-UP:**
- Andrew Price,** Museum of London
 - Caroline Gray,** Science Museum
 - Dean White,** London Transport Museum Depot
 - David Clark,** London Transport Museum
 - Gemma Jeans,** Natural History Museum
 - Hazel Beale,** Bexley Heritage Trust (Hall Place & Danson House)
 - Jennie Kendall,** William Morris Gallery
 - Rosemary Sandiford,** Strawberry Hill House
 - Roberto Rossi,** Museum of the Order of St John
 - Sajia Alkozi,** Charles Dickens Museum

LONG SERVICE

WINNER:
Sheila Thompson,
Royal Botanic Gardens
(The Herbarium), Kew

Herbaria are collections of dried preserved plant specimens that document the variety and distribution of plants and fungi. They represent a reference collection with many and varied functions including identification, research and education. At Kew, the Herbarium with its 7 million specimens plays a central role in its research. We are actively seeking to make the collections more widely accessible through our digitisation programme.

Sheila Thompson started volunteering at Kew in 1996 as part of the Fern Volunteers team set up in 1993. She has kept the team going for more than 18 years and has been from the start its social heart. The Fern Volunteer team are part of Kew research and curatorial section in the Herbarium. At the request of researches and/or curators they have over the last 18 years databased, and for most also geo-referenced, more than 80,000 herbarium specimens. This represents more than 14% of all specimen records in Herbarium's Electronic Catalogue. This has been a significant contribution to Kew's science and it would not have been possible without Sheila's personal contribution, which is truly outstanding.



Sheila Thompson in the Herbarium

Sheila celebrated her 80th birthday last year, and when not at Kew she enjoys time with her husband, four children and many grandchildren.

HIGHLY COMMENDED:
Jude Viscardi,
Strawberry Hill House

Strawberry Hill House is Britain's finest example of Gothic revival architecture and interior decoration. It began life as a modest house in 1698, transformed between 1747 and 1792 into the extraordinary creation you can see today by Horace Walpole, son of England's first Prime Minister Robert Walpole. The Strawberry Hill Trust was formed in 2002 by a group of local people with a mission to save Strawberry Hill House; in October 2010 the house opened to the public following a £9 million restoration.

Jude is one of the most valuable members of the team, having been with us since 1996 when she trained as a tour guide. Jude was a founding member of The Friends of Strawberry Hill in 2000 and persuaded her husband to join the board of Trustees in 2002.

In the run up to the restoration, Jude was involved with fundraising, giving tours of the house, running the shop and even providing refreshments. Many of these tasks happened under challenging circumstances before the restoration began, when ceilings leaked and the house was literally crumbling around them. Jude kept going, never losing faith in the restoration process. As we approached the official opening in October 2010 she spent long days and nights making sure everything was ready, and providing vital support to an extremely fatigued team of staff members.

As part of her role on the Friends Committee, Jude organises the annual fundraising quiz and produces the newsletter, Serendipity, which in 2005 won the British Association of Friends of Museums award for Best Newsletter. Somehow Jude even found the time to co-author a book on the restoration of the house which was published in 2007.

Now the house is open to the public, and 4 very successful years have passed, Jude is one of our most loyal and beloved tour guides, often available at short notice, as well as an excellent asset in Front of House, working weekly sessions to greet visitors and provide a warm welcome in the shop.

Suzanne Pinkerton,
Burgh House and
Hampstead Museum

Burgh House is a beautiful Queen Anne gem, steeped in over 300 years of history. The House was used as a private residence for much of its life, but it is now open to the public for free, four days a week as an independent charitable trust for arts, heritage and the community, featuring local artists and musicians, a permanent museum on local history and programmes of arts engagement with the community of all ages.

It is my opinion (and many others) that Suzanne is a National Treasure! She has been a volunteer; two days a week come rain or shine at Burgh House and Hampstead Museum for 25 years, and is approaching a very special birthday.

Always immaculately presented, witty and with a smile, Suzanne is incredibly well read and speaks several languages allowing her to engage with all of our visitors. She will go out of her way to find something to suit everyone who walks through our doors, making all feel very welcome. I have never heard her complain or moan, and she always keeps her calm with the most challenging guest. Suzanne is often found dog-sitting the furry friends of the neighbourhood, knows everyone's name and will always make sure they receive a nice card or note for successes, anniversaries and important occasions.

As if two days a week for us was not enough, Suzanne also volunteers at the Parish church, during concerts, watering flowers and doing guided tours around the graveyard which has some very famous residents. Burgh House wouldn't and couldn't be what it is today without Suzanne.

RUNNERS-UP:

Ann Wallace,
Horniman Museum and Gardens

Fred Ivey, London Transport Museum

Joyce Knox,
The Geffrye Museum of the Home

Maggie Murray-Smith,
Museum of London

Sybil Hunot, Museum of London

Terry Walton,
Museum of the Order of St John

SPECIAL YOUTH

WINNER:
Issey Rhys-Scott,
The Geffrye Museum
of the Home

The Geffrye Museum is one of London’s most friendly and enjoyable museums. Its setting is in the former alms-houses of the Ironmongers’ company, 18th century buildings with attractive period gardens, located in Shoreditch, East London. The Geffrye explores the theme of the home over the past 400 years, from around 1600 to the present day. It has a lively programme of special exhibitions that broaden and explore our core themes of the home, as well as an extensive and innovative learning, education and engagement programme.

Issey is a volunteer within the museum’s Youth Programme: she is an enthusiastic and supportive member of the Youth Advisory Panel (YAP) and the Centenary Celebrations Steering Group, as well as engaging in additional volunteering opportunities at the museum, such as event and project support and workshop facilitation, and beyond the museum, representing the museum and YAP in sector skill-sharing events.

She has been a passionate member of the YAP since 2012, and in the past year alone she has delivered speeches about youth engagement to her peers and sector representatives and contributed to the design, planning and content of important museum resources such as an exhibition, project blog <http://tinyurl.com/loznwe6>), interactive timeline <http://tinyurl.com/l3ehwpq> and young people’s audio tour.



Issey Rhys-Scott

HIGHLY COMMENDED:
Cathy Hensman, Natural
History Museum

The Learning Volunteer Programme at the Natural History Museum, enthuses and inspires visitors about the natural world using real Museum specimens in unique learning experiences throughout the museum galleries.

Cathy began volunteering as a family alongside her mother in June 2007 when she was 10 years old; she has now been a part of the Learning Volunteer Programme for 14 years, enthusing and inspiring visitors of all ages about the natural world.

Cathy is an inspirational young volunteer, contributing to, working alongside and supporting a wide variety of volunteers and audiences. She has actively encouraged other young people to volunteer their time both at the Natural History Museum, and also for other organisations e.g. sports / youth centres, schools and other Museums.

She engages with school children and young people helping them to understand the importance of volunteering and its role in our society – ably demonstrated by having successfully encouraged fellow young people to volunteer at our Museum.

Cathy has developed within her role by supporting, encouraging and training new volunteer recruits via peer-to-peer learning. She has natural interpersonal skills to make young people feel particularly at ease and is a well-loved member of the team.

Jack Kafka,
Strawberry Hill House

Our team of gardening volunteers are a vital resource in the effort to restore Horace Walpole’s garden to its 18th century splendour. Volunteers also played a major part in the creation of a community garden and in assisting outreach groups in the learning aspects of the garden and enjoying the space.

Jack is a young man with the ability to brighten up everyone’s day. For over a year, he has come with his carer to the Community Gardening sessions at Strawberry Hill House every Tuesday afternoon and willingly sows, transplants, weeds, waters and harvests with the team of volunteers, helping out anyone who asks and always seeing the job through.

He positively enjoys the long walk to the compost heap - especially if he can show a newcomer the ropes - and is always the first to volunteer to fill up the watering cans and fetch the tools. As the hour nears 3pm, he starts hinting that it’s time for tea which pleases the other volunteers as his polite and smiling reminders mean they all get their cuppa on time.

He loves a bit of banter, enjoys telling passers-by what we do and why we do it and the sound of his laughter is always ringing round the garden. More than this, he’s such a gentle young man; he puts others at their ease and makes Community Gardening a totally inclusive and welcoming activity for all.

RUNNERS-UP:

Jack O’Riordan,
London Transport Museum

Louise Bascombe,
Horniman Museum & Gardens

Sarita Taylor, London Transport Museum

SUPPORTING, MANAGING AND ENCOURAGING OTHERS

WINNER:
Glynn Davis,
Museum of London

Glynn Davis has played a crucial part in developing best practice for volunteer management at the Museum of London since he joined in 2008. His various roles have all been grounded in providing worthwhile opportunities for volunteers, with reciprocal benefits for organisation and volunteer alike, a key philosophy in his approach to involving volunteers.

As one of the founders of the Museum of London’s Volunteer Inclusion Programme, Glynn made major advancements in diversifying volunteer recruitment; building relationships with local volunteer centres, groups with extra needs, universities and traditional recruitment methods, to create volunteer teams formed from an inclusive mix of people.

His work in London’s Outer Boroughs includes setting up projects and advising best practice with the Harrow Museum (winner of best team project 2011), Kingston-Upon-Thames Archaeological Society and project managing the first of the ‘Unearthing London’ projects in the London Borough of Hounslow. Other collaborative projects include setting up schemes with the Thames Discovery Programme and most recently The Royal Armouries, Tower of London.

More recently he transformed archaeological collections information online, by involving volunteers in an educational digitalising programme taking a one-person repetitive task and turning it into a nine-person, engaging learning experience for volunteers. This enterprising volunteer role has stemmed new volunteer-led research regarding the objects, made over 600 artefacts accessible online and is truly innovative in the way volunteer roles can benefit museums, volunteers and the wider public audience alike.

Glynn has also been one of the most active ambassadors for volunteer management within the organisation and the heritage sector. His work has helped devise volunteer procedures and policies, inspired other departments to develop volunteer roles and other institutions to create volunteer schemes off the back of presentations at conferences and seminar days (e.g. NHM’s V-Factor)

He is currently working alongside the Museum’s HR team to install best practice for volunteer management across the Museum of London with the ambition to attain the nationally recognised Investing in Volunteers accreditation.



Glynn Davis

HIGHLY COMMENDED:
Ali Thomas,
Natural History Museum

The Natural History Museum is home to the largest and most important natural history collection in the world. It has seen its annual visitor number gradually increasing from 1.6 million in 1987/88 to > 5.2 million in 2012/13. It is a world-class visitor attraction and a leading science research centre that has the privilege of support from over 500 volunteers.

While managing the welfare of 400 diverse volunteers for the Natural History Museum, through the Behind-the-Seen volunteer programme, the opportunity of giving each volunteer individual attention has to be lower than that of one to one supervision, let alone supporting and encouraging at an individual level. However, Ali is different and she continues to impress us by taking great effort to know each volunteer individually, regarding their strengths, interests and past experience. Whenever one talks with her, s/he senses that she knows him/her well. Even if one goes to her office unannounced, despite the demand of her role, she always manages to find time to make you feel welcome, appreciated and supported.

Her enthusiasm for the museum and for the people she works with is infectious. Although she notifies us collectively about new projects via ‘Volunteer Updates’, she also goes an extra mile to present new openings separately to individuals based on his/her strengths, interests and experiences, especially if she feels that

this might benefit both the museum and the volunteer. In addition, Ali ensures that training opportunities are available to enhance volunteers’ skills and knowledge by either arranging relevant training and/or announcing visit opportunities to other organisations. These efforts result in fostering strong connections and partnerships between the museum and its volunteers.

Ali’s dedication towards her volunteers is of the highest level and why we all think she deserves the Special Award for Volunteer Management.

Jayne Williams, Horniman Museum and Gardens

The Horniman Museum and Gardens is an inspiring, surprising, family-friendly, free attraction in South London’s Forest Hill. The Museum and Garden have been open since Victorian times when Frederick John Horniman first welcomed visitors into his house and extraordinary collection of objects. Since then, the collection has grown tenfold and includes internationally important collections of anthropology and musical instruments, as well as an acclaimed aquarium, natural history collection and 16 acres of garden.

Jayne is our Volunteering Manager who oversees the whole volunteer programme and has always impressed me with her passion for ensuring volunteers have the best possible experience. Jayne’s professional experience as a trainer has been accrued over a varied career and translates into a whole suite of training for

Horniman volunteers (and supervisors and managers) which she has developed and delivers herself.

Jayne delivers approximately 45 training sessions each year, and last year this benefitted 261 individuals. I believe we are in a unique position, as I wouldn’t expect to find this range of training expertise in all volunteer managers as a matter of course. I also believe it enables us to be more inclusive and provide a safer and more stimulating experience for individuals participating in the programme. By extension, our visitors’ interactions with volunteers are high quality and positively influenced by the ongoing investment of time and care that this training represents.

Jayne has made an outstanding contribution to our programme and the volunteers who participate in it.

- RUNNERS-UP:**
- Amy Pargeter,** Vestry House Museum
 - Barry Le Jeune,** London Transport Museum
 - Emma Bernard,** Natural History Museum
 - Eli Bligh-Briggs & Hannah Steele,** London Transport Museum
 - Eleanor Pile,** Strawberry Hill House
 - Kevin Price,** Imperial War Museums
 - Kevin Tuck,** Natural History Museum
 - Laura Whitman,** Imperial War Museums
 - Vashti Sime,** Sir John Soane’s Museum

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)

Adam Cooper (Cultural Policy Officer, Mayor of London's Office)	Jewish Museum (with special thanks for hosting)
Bethlem Royal Hospital	Museum of London
Bexley Heritage Trust	National Army Museum
Charles Dickens Museum	Nicola Deeprise (Science Museum)
Courtauld Institute of Art	Old Royal Naval College
Freud Museum	Clive Pankhurst (Head of Volunteering, Diabetes UK)
Fulham Palace	Royal Museums Greenwich
Fusilier Museum	Science Museum
The Geffrye Museum	Sir John Soane’s Museum
Grazina McCarthy (Science Museum)	Sue Barnard (Relationship Manager, Museums (London) Arts Council England)
Historic Royal Palaces	Natural History Museum (with special thanks to the Design Studio Team)
Horniman Museum and Gardens	
Hunterian Museum	
Imperial War Museums	William Morris Gallery



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