

VOLUNTEERING FAQ'S

Answers to some of the frequently asked questions about volunteering at the museum.

I love the museum, but don't know much about design - can I still apply?

Yes, the museum wants to involve a wide range of volunteers and develops opportunities to suit people with different levels of knowledge, interest, experience and availability. Opportunities are advertised on the website.

Is there an age restriction to volunteering?

The museum involves volunteers aged 18 upwards. There is no upper age limit provided the volunteer is fit to carry out their tasks.

If I volunteer, can I claim back travel expenses?

Yes, the museum is committed to equality of opportunity and reimburses reasonable out-of-pocket travel expenses up to a daily limit.

How will I be supported whilst volunteering?

All volunteers receive a full induction to the museum and to their role and any training that is required. They receive a Welcome Pack and have a named staff supervisor as their regular point of contact whilst volunteering.

What would I get in return for volunteering?

Volunteers are part of the Design Museum family and it is hoped that everyone who volunteers will enjoy their time at the museum. Volunteering offers the opportunity to meet new people, develop skills and experience, learn more about design and contribute to the ongoing dialogue which the museum inspires. Volunteers may also take advantage of a discount in the museum café and shop.

Does volunteering lead to a job at the museum?

Volunteer roles are not created with a view to leading to paid employment at the museum. They are different from staff jobs and designed to support the museum's work in different ways.

I'm from outside the European Economic area (EEA) and/or I'm on a visa in the UK - can I still volunteer?

If you are from within the EEA there are no limits on volunteering, and currently all asylum seekers and refugees can volunteer. If you are applying from outside the EEA you will need to check whether you need a visa to volunteer. If you are already in the UK on a visa, you will need to check whether this allows you to volunteer and for how many hours.

I receive welfare benefits - can I still volunteer?

If you are on welfare benefits you can volunteer as many hours as you like as long as you receive no payment other than the reimbursement of out-of-pocket expenses and keep to the rules for getting your benefit(s). You should always inform *Jobcentre Plus* when starting to volunteer, especially if you are receiving unemployment support. The only limitation can be if you are on incapacity benefit if the reasons for being on it also apply to the volunteer role.

I'm registered disabled and/or have additional support needs - can I volunteer?

Yes, the museum aims to ensure it is accessible as possible, and will make reasonable adjustments to allow someone to volunteer where possible.

I can't see any volunteer opportunities available now, or when I'm free; can I register my interest for future opportunities?

Yes, the museum has a mailing list to keep you informed when volunteering opportunities become available. You can sign up to the mailing list by contacting Volunteering at the museum using the online contact form, or by phoning 020 7148 8761. The museum cannot accept speculative applications.

I'm looking for a school work experience placement - do you do these?

Work experience is different from volunteering. Currently the museum does not have the capacity to offer work experience placements, but may do so in the future.

Does the Museum run security checks on volunteers?

If a risk assessment shows that a role requires a criminal record or DBS check, this will be mentioned clearly on the role description. The museum will organise all the relevant paperwork for this and will keep all volunteer details private.

Can I talk to someone about volunteering at the museum?

Yes, for further information, or queries which are not answered on the website, please use the online form or phone 020 7940 8761.

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