

## Applying to Volunteer at the National Railway Museum – FAQs

This document tells you about our application process for volunteers and tries to answer some of the questions commonly asked by people before they apply to volunteer with us. If you have a question that is not covered here contact us at [volunteer.nrm@nrm.org.uk](mailto:volunteer.nrm@nrm.org.uk).

### How do I apply?

We promote all volunteer roles available on our website and volunteers are invited to apply for specific roles. To apply please download and complete an application form, this can be returned to our volunteering department by email or post. Applications may be sifted before volunteers are invited to an informal interview.

Please note that our volunteer recruitment is supported by volunteers who usually visit the museum on one day a week so your application may take 2-3 weeks to be processed to interview stage.

### What happens after interview?

Appointments are made on merit and the individual's ability to carry out the tasks specified in the Role Description. We aim to let you know the outcome of your interview as soon as possible.

We may ask for references and all staff and volunteers with the science museum group are required to have a basic security check and simple ID check as part of the recruitment process. We are required to do this as a non-departmental government body. Some roles involving working with children or vulnerable adults may need an enhanced security check. Unsuccessful applicants are notified and we may recommend alternative volunteering opportunities.

### What if there isn't a role I am interested in?

We have a large volunteer programme and only promote roles when teams have capacity to welcome new volunteers. Unfortunately we are not able to develop roles following individual enquiries.

### How old do I have to be?

We are only able to accept volunteers aged 18 or over to volunteer at the museum. If you are aged under 18 please do consider us in future.

### Can I volunteer if I am receiving benefits?

Yes, but you should tell your Job Centre about your volunteering and seek advice before you apply.

**Can I volunteer if I live outside the UK?**

If you are from outside of the European Economic Area you must ensure you have a visa which permits you to volunteer in the UK before applying. It is your responsibility to check your visa permissions prior to application and we may ask you to provide proof during the application process. UK Visas and Immigration can provide information about your Visa.

**How will I be trained?**

All new volunteers receive a museum induction. You'll be given an understanding of the museum, health and safety training, general policies relating to volunteers and site orientation. This is a welcome to the museum and does not train you for your role. In your first weeks in your new volunteer role you will be given any training you need, meet your new team and be guided through safe working practices. Some roles have essential training you will need to complete before you start volunteering.

If you are joining us as a short-term volunteer for an event or project, your museum induction and departmental training may be combined.

**Do you pay expenses?**

We are generally unable to pay meal or travel expenses to and from the museum for volunteers. However some funded projects may include provision for volunteer expenses, where this is the case your supervisor will tell you how to claim expenses.

**I will require additional support to attend interview, how can you help?**

Please discuss any support or access needs with our volunteer team and we will try to accommodate your needs.