



QUEER BRITAIN

THE NATIONAL LGBTQ+ MUSEUM

CANDIDATE INFORMATION WELCOME TEAM VOLUNTEER

ABOUT QUEER BRITAIN

Queer Britain is the UK's first and only LGBTQ+ museum, and it's for all. Our warm and dedicated team opened the museum in our beautiful space in Kings Cross two years ago. Since then, we are proud to have won the Museum Association's Best Small Museum of the Year award and welcome over 31,000 visitors each year.

IMAGES EVENTS AND PROJECTS AT QUEER BRITAIN



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OUR VISION To progress Britain's understanding of itself by giving queer stories and experiences their rightful place.

OUR MISSION Queer Britain works to Reclaim and Preserve queer people's stories and objects and Inspire by celebrating and educating about LGBTQ+ lives, impact and culture.

OUR VALUES We are Open - everyone is welcome and respected. We are Courageous - we act with boldness and seek out the truth. We are Connected - we are collaborative and connected to culture.

ABOUT OUR VISITORS

Our visitors are from all over the world, with stories in our guestbook representing the full spectrum of the LGBTQ+ community, as well as our allies throughout family, friends, and colleagues. We are for anyone.

OUR VISITORS

We welcome around 31,000 people per year, from around the UK and all over the world. The average visit length is 45 minutes and 25% of our visitors make a purchase in our gift shop

IMAGES VISITOR HEGAXONS ON THE IMPORTANCE OF INCLUSION



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PATRONS

We currently have 20 Patrons (and growing), each contributing between £2.5k and £25k per year in philanthropic support

MEMBERS

We have over 230 members of the Museum, with an annual membership between £120 and £1,000

SOCIAL MEDIA

Instagram – 35.1k
X (twitter) – 19k
Facebook – 3.5k
LinkedIn – 6.4k
TikTok – 2.4k

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EVENTS

Our audience-centred events programme attracts an additional 1,000 visitors per year

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E-NEWSLETTER

Over 6,000 people receive our newsletters, with an open rate of 70%.

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ABOUT THE ROLE

We're looking for friendly, reliable volunteers to help create a great experience for everyone who visits the museum. As a Welcome Team Volunteer, you'll be the first point of contact for visitors, offering assistance, answering questions, and helping them get the most out of their visit.

Now is a really exciting time to join Queer Britain as a volunteer. From February 2026, we will have our new exhibition with six themed rolling displays and quarterly special exhibitions.

DESIRABLE SKILLS

- Open and enthusiastic attitude with a willingness to learn
- Good interpersonal skills
- Good customer service skills
- A commitment to inclusivity and an understanding of cultural sensitivities
- An awareness of current discussion around LGBTQ+ communities
- Proactive with a positive nature
- Ability to work in a team, supporting other volunteers.

KEY DUTIES

- Welcoming visitors into the museum
- Helping with shop sales/stock
- Invigilating in gallery spaces and managing flow of people round gallery spaces
- Answer any questions or queries
- Explaining how visitors can support the museum (door donations, mailing list; membership, volunteering, crowdfunding, follow up online)
- Help maintain the museum/gallery spaces
- To ensure the safety of all our visitors
- Assisting on evening and day events (optional)

WHAT WILL YOU GAIN?

- Assisting with the running of the UK's first LGBTQ+ Museum
- To add to and develop your existing skills in a museum/heritage setting
- A reference of voluntary employment from Queer Britain after 5 completed shifts.
- Joining a motivated, fun, and enthusiastic team
- Giving back to the community
- Meeting new people
- Invitations to exclusive volunteer specific events.

ABOUT THE ROLE

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THE QUEER BRITAIN TEAM

During the day-to-day operations of a Welcome Team Volunteer, you will work closely with the Welcome Team Coordinator, Welcome Team Assistants and our Marketing and Retail Manager.

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There may also be opportunities with other members of the Queer Britain team.

WHAT SUPPORT AND TRAINING WILL I RECEIVE?

All volunteers will be inducted, trained, and supervised by staff and experienced volunteers.

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Training will be organised by the Front of House team. You will be trained on all areas of the role during your first few volunteer shifts.

ACCESSIBILITY

If you have any accessibility requirements, please provide details in the "Accessibility requirements" section on the volunteer application form.

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Any information you provide will be used by Queer Britain to monitor the demographic of candidates applying for roles and make improvements in line with our diversity and inclusion ambitions. This data will be treated in accordance with the Data Protection Act 2018.

EXPENSES

As a volunteer you can claim daily travel expenses up to £15.00 with proof of purchase. Anyone volunteering for a full day can claim food expenses up to £5.00 with proof of purchase. Expenses requests will be processed via Volunteero, at the end of the following month.



DETAILS AND HOW TO APPLY

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SHIFTS

We ask volunteers to do a minimum of one shift per month, but we're happy to be flexible around your availability.

We send a call-out with shifts every month via Volunteero. It is up to you whether you would prefer to do a six and a half hour or three-and-a half-hour shift.

We ask volunteers to complete a full day shift before applying for (optional) evening shifts so you can get training.

MUSEUM DAY SHIFTS: Wednesday – Sunday

11.45pm – 3.15pm (3.5h)

2.45pm – 6.15pm (3.5h)

11.45am – 6.15pm (6.5h with 30-minute break)

EVENING EVENT SHIFTS: Monday – Sunday

6pm - 9pm (Times vary depending on event)

This may include helping with tours, guestlist, cloakroom, drinks, etc.



HOW TO APPLY

Please fill out the application form
Via our website:

<https://queerbritain.org.uk/join-our-team>

APPLICATIONS AND NEXT STEPS:

We are recruiting and inducting volunteers year-round. Available induction sessions take place either at **2:30-4pm** or at **6:30-8pm** on the following dates:

- 26 January 2026
- 9 March 2026
- 11 May 2026
- 13 July 2026
- 21 September 2026
- 23 November 2026

Volunteers must attend an induction session before applying for a first shift.

WHERE?

Queer Britain, 2 Granary Square,
London N1C 4BH.