

The IWM Volunteer



ISSUE 15 • SPRING 2010

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VOLUNTEER WORKING GROUP UPDATE

Welcome to Issue 15 of the IWM Volunteer

From our most recent count, for the January to March 2010 period, I can report that some 898 volunteers are currently active to support the IWM Group of Museums – between them it is estimated that they jointly contributed some 4546 days of volunteer effort during the final quarter of the 2009/10 year.

As we enter the 8th year of its publication it is pleasing that the IWM Volunteer Magazine is still able to profile new developments within our volunteer programme. Since last autumn these have included the innovative volunteer-led development of art interpretation at the Churchill War Rooms, the development of Learning Volunteering at IWM Duxford,

the new partnership with 'Veterans North' at IWM North and the introduction of a new Learning Support Volunteer Team at IWM London. Updates on all of these developments are included in Issue 15 together with insights into other more established parts of our volunteer programme.



Enjoy the read!

Jim Hutchinson, Editor
Volunteer Co-ordinator, IWM London Branches

Cover photograph: Volunteers from the three London branches enjoy a day at the RAF Museum Hendon – for full story see page 6

NEWS FROM IWM DUXFORD

A Learning Volunteer offers key support at Duxford

What is the biggest plane here? How did you go to the toilet in a Lancaster? Can I try on the helmet?

These are some of the questions that have been posed to me in my capacity as a volunteer with the Department for Learning at IWM Duxford!

My name is Stuart Balding and I'm currently serving in the RAF, which I have been for the last 14 years. I have long been interested in military and aviation history, which has led to many visits to Duxford. As a result I became aware of the role played by volunteers in conservation and restoration, however not being technically minded I thought that this wasn't for me.

About a year ago I saw on the IWM website that volunteer positions were available in information and guiding. This appealed to me, so after applying I was accepted into the Department for Learning's Informal Learning section. As the name suggests this department doesn't run formal lessons or presentations for museum visitors, instead we provide information on various subjects by setting up next to a particular exhibit, the Lancaster for example, and using associated artefacts, flying clothing, photographs etc, to provide further information on the exhibit. The majority of this information covers human interest stories as opposed to purely technical information.

These presentations bring us into close contact with the visitors and good public speaking skills are a must, although these develop as your experience grows. The need to tailor what you are saying for your audience is very important, as is a good working knowledge of your subject. There is a short training period for volunteers, the main aim of which is to enhance your public speaking skills, the aim being to elicit the answer to questions from the visitor as opposed to giving them the answer straightaway. This creates a dialogue, which in turn helps build understanding.

The volunteers, under the guidance of the Informal Learning Manager, don't just deliver the presentations, but do all the necessary research and development for new displays. At the moment we are developing a Battle of Britain presentation in line with the 70th anniversary of the Battle.

So if you like talking about military history, have a flair for creating informative displays and enjoy interacting with the general public, the Department for Learning could be for you.



Stuart Balding

Stuart Balding, Learning Support Volunteer, IWM Duxford

A member of the Learning Volunteer Team in action at Duxford



Duxford Volunteers: vital ingredients in the success of air shows

Imperial War Museum Duxford's Marketing and Public Relations team are visibly in evidence at all major events during the busy summer season, accommodating the needs of national and international journalists and ensuring that IWM Duxford maintains a high press profile.

During this very busy time, we simply can't facilitate all press requests within our small team, so we call on a band of enthusiastic press escorts to assist us in our duties.

Volunteer press escorts mainly work for the Marketing and Public Relations team at air shows, bolstering the team numbers while we deal with a host of worldwide media who have a wide range of needs and requests.

Starting with an early morning briefing, at the media marquee, where the Marketing and Public Relations team is based throughout the air show day, we outline the day's activities to press escorts, who are then supervised to take on a range of activities throughout the day.

One of the main duties is to escort members of the press out to the airfield, to enable them to obtain close shots of the aircraft that will be flying during the afternoon's display. It is the press escorts' responsibility to ensure that members of the press act safely and appropriately around each aircraft.

The press escorts are also responsible for enforcing liveside procedures, to ensure the safety of the press, the aircraft and the airfield.

On the occasion of a specific press call on the liveside, it is the press escorts who manage the escorting of journalists to the photocall, again ensuring that all journalists adhere to IWM Duxford's liveside procedures – primarily in leading by example!

Press escorts also assist in the booking-in procedure for journalists when they first arrive, ensuring that they receive all

the information that they need for the day, and ensuring that they are sufficiently visible as press attenders, to enable them access to all press areas on site.

At some air shows, particularly in 2010 as IWM Duxford commemorates the 70th anniversary of the Battle of Britain, the museum will invite veterans to attend the air show and will hold a press call to enable attending journalists to meet and chat with the veterans.

Press escorts are asked to assist with veterans at these events, to ensure that they are well looked after and that they enjoy the day.

In the event of an incident on site, press escorts are required to assist in the management of press procedures specified for such occasions.

The majority of the work undertaken by press escorts is carried out in the morning of the air show, enabling press escort volunteers to enjoy some fantastic flying in the afternoon. We simply ask during the flying that the media centre is manned at all times and that press escorts make themselves easy to find on site in case of an emergency.

So, if this all sounds of interest and you would like to apply to be a press escort, please do get in touch!

It is essential that press escorts have an ability to stay calm under pressure and enjoy working with the general public in a friendly and confident manner. An interest in aviation, particularly aircraft from pre-Second World War through to today's frontline aircraft is also desirable. An interest in 20th century military history is an advantage.

For further information contact Nicola Hughes, Volunteer Co-ordinator, IWM Duxford on 01223 499 357 or email: nhughes@iwm.org.uk.

Esther Blaine
Public Relations Manager, IWM Duxford

A busy air show day at Duxford



Stella finds a *Belfast* bacon sandwich is the icing on the cake

I have just finished my two week work placement on the HMS *Belfast* and could not have asked for a better way to have spent my spring holidays! I am currently studying the Conservation of Paper at Camberwell College of Art and felt that I needed to gain some volunteering experience before the end of my course this summer. It all started last winter when I contacted the Imperial War Museum to see if they had any opportunities for volunteering with them, so I was very pleased when I received an email from Jim Hutchinson asking me to come in and see him on board the HMS *Belfast*. Up until this point I had no idea that the *Belfast* was managed by the IWM and I hadn't even considered this as a possible place for me to volunteer at and even when I attended the interview I was still thinking that I would fit quite well into the exhibitions or in the museum management side of things. Even though I am studying conservation, warship conservation couldn't be more different than paper and I was a little put off by this. However as I progressed in my course I began to see that maybe paper was not thing for me so why not take a stab at the conservation of a warship? If nothing else it would be something different to put on my CV!

My first day there was a very miserable cold, wet Monday just after we had had a sunny spell in London so I began to think my days out on the sunny deck were numbered even before they had started! Indeed I spent most of the first day having an induction of the ship and what to do in an emergency, sorting out all the paperwork for me to start working. I was then taken around the ship by the Head of Conservation, Andy Curran, who showed

me all the different areas that are either currently being conserved or planned for future work. Andy explained that the aim of the conservation team was to try and restore the ship back to its 1950s set up, or as close as it can possibly get. This is a huge task but through the help of contemporary photos that have been collected both by the museum and from veterans of the ship, Andy has been able to get a much clearer picture of what she would have looked like back then. He has also been able to find parts of the ship that have been moved around and restore them back to their rightful place; it seemed to me like a big 3D jigsaw puzzle waiting to be solved! A great example of this is the Admiral's Bridge that was gutted during the 1980s and work is now going on to restore the fixtures and fittings to the room, and maybe even get the windscreen wipers back in place and working!

The following day, I woke up once again to the rain and the wind and made my way to the ship. This was going to be my first proper day of working on the ship and I joined the team working on the stern's Bofors gun. I was set to work in one of the indoor workshops cleaning and degreasing the buffer for the gun itself. This was a huge piece of metal and I was amazed that it not only contained steel but also had a large amount of brass and bronze on it. I would never have thought that they would bother using these more expensive metals in a small part of a gun but our team leader, Bob, told me that this was a common feature of many parts of the gun, the attention to detail and craftsmanship that must have gone into this build is amazing. Much like that of the team I was working with, who even though they had worked on this project for many years, still made sure that all their work was to the highest standard of conservation.

I spent my next few days similarly employed, working on little bits of the guns in the workshops as it was just too wet to be outside for any long period of time. This was a real shame and I could see that it frustrated the other volunteers as there wasn't much work to keep us occupied during these times, you want to be out there on the deck putting all the parts back together and completing the project. We did manage to replace a switchboard and more parts of the outer-armour and then on my last day, finally the sun came out for good and we were able to work out on the deck all day, degreasing and painting the lower part of the gun. I am still not sure what the technical words are but did learn what the stern and the aft mean, and once and for all which side is the port and which the starboard!

I massively enjoyed this placement, and the bacon sandwich tradition on a Friday was the icing on the cake! I had grease stuck to my fingers for a few days afterwards but this was a reminder of the work that I had done and it made me smile every time I saw it! The placement has given me some great material to write my final essay on whether it is possible to have conservation and restoration working side by side. I am using the HMS *Belfast* as a case study looking at the constant battle against the elements as well as the arresting degradation processes that face the conservation department every day. I want to thank everyone I worked with for making this a great experience and encourage anyone thinking of volunteering to go and do it! I hope that I will be back and look forward to seeing you in the future!

Stella Conabear

Warship Conservation Volunteer, HMS *Belfast*



Stella enjoys a rare moment of respite from the rain on the aft Bofors Deck

Treating the past with respect

“Much have I learned from my teachers, more from my colleagues, but most from my students.” R. Hanina (Talmud: Taanit, 7a)

Have you ever read “the Boy in the Striped Pyjamas?” Many millions of people have and I am one of them. It is incredibly popular and has made the author a wealthy man. We, however, cannot use it in the learning programme here at the Imperial War Museum. This may surprise some of you? In fact we spend a lot of time trying to unpick the misleading history contained within its pages, which in turn causes confusion to many visitors who believe that the book is ‘almost true’. It will not feature on any recommended reading list and will not be in the forthcoming Children’s War Literature Exhibition. Trying to gently make this point without causing offence is a skill that is essential for any member of the learning team. Members of the public can become very defensive of ‘their’ history, history that they already know and to be questioned on this is, for most, challenging, but challenge perceptions we must do. The problem with popular opinion is just that, it is both popular and opinion. Almost history.

This is of course just one example of the uses and abuses of history that we encounter on a daily basis. The same myth or

misinformation exists around the Blitz for instance, or the First World War.

Teaching this history in a mature, unsensational manner is demanding and time consuming. It has been very hard to find people who can. They need to be good communicators, and of course they need to be able to listen. Over the years we have been working with this controversial history we have developed together a teaching, not preaching, strategy that I am proud to say is second to none.

In the late summer of 2009 it was decided to take on a small team of Learning support volunteers to assist the fee paid staff. This would give them a taste of the challenges in working with this collection on a regular basis, and learn from a distinguished team of conflict educators. So far the scheme has been a great success. The mutual learning that has taken place has, I hope, been useful for all. It certainly has for me. I have learned from each of the volunteers in turn, and continue to do so.

Grant S Rogers
Informal Learning Manager, IWM London

One Volunteer and his dog!

Since the end of January, my guide dog Uska and I have been Learning Support Volunteers at the London branch of the Imperial War Museum. As we live in Kent, this involves us getting a train to Victoria and two tubes. I find most members of the public, mainline and underground staff helpful. The underground staff will radio through to their colleagues at the next station. So when we arrive there is someone to meet us and



take us to the next tube and at Lambeth North, up to the booking office. Here a quick phone call on my mobile to Grant (Family and informal education coordinator), so he or a volunteer can meet and take Uska and me to the museum.

The first activity I carried out with visitors was using genuine items from the German L48 Zeppelin. Also I have some laminated pictures, which we have been able to put braille on the back of. This enables me to tell what picture I’m using. With these pictures I can ask younger visitors to put them in the order they think they should go in. An L designation indicates that a zeppelin was crewed by naval personnel. The month-old L48, commanded by Korvettenkapitän Franz Eichler, but with

Korvettenkapitän Viktor Schutze also on board, suffered both from engine problems and compass malfunction. It was forced to drop to 13,000 feet where it was caught by four aircraft and destroyed, crashing near Theberton, Suffolk. This was the last Zeppelin raid to explicitly target London.

The present interaction I’m doing with visitors is called “Steel Harvest”. The items for this have been retrieved from the Somme Battlefield. There are bullets, tunic buttons, a helmet and various parts of an 18-pounder shell. This activity takes place on one of the higher galleries. This means I can direct the visitor to look over my right shoulder into the lower gallery, where there is a British 18-pounder field gun from the First World War.

I find most of the older kids are studying the Second World War at school. They do not have any knowledge of the First World War. I find this strange, as my niece tells me when she was fourteen, they covered the First War and then went on to the Second. The impression I get is some adults have little understanding of the First World War.

With both these activities, the aim is to assist the public to work out as much as possible for themselves. I have also carried out my own research in connection with these activities. One of the sites I came across is www.1914-1918.net. If anyone is interested in the First World War, I would highly recommend this site.

For the past two years, I have known that my great grandfather served in the second battalion the Hampshires and was attached to 88 trench mortar battery. He died in August 1916 and is buried in the second largest war cemetery in Belgium. Using this information and following the example on the website, I was able to find out the units he served in made up part of 88 brigade, which was part of 29 division.

I think Uska is enjoying his time at the museum. I have also, as well as learning a lot.

Simon O’Connor
Learning Support Volunteer, IWM London

Volunteering on another plane . . .

On Sunday 25 April a group of 20 Volunteers from our three London Branches descended upon the RAF Museum in North West London for our 'Spring Social Visit' event. With the help of HMS *Belfast* Warship Conservation Volunteer Joseph Cheung, who also volunteers in the Aircraft Conservation Team at the RAF Museum, I was able to put together a visit for our volunteers which both introduced them to the collections on display at Hendon and allowed them to see behind the scenes at what the RAF Museum's dedicated team of Conservation Volunteers now do to help with the ongoing care of this museum's aircraft and vehicle displays. After lunch Tour Guide Volunteers at the museum gave our group the opportunity to focus on a range of different specialist themes including the Battle of Britain and Bomber Command.

The whole day proved to be a relaxed and enjoyable look behind the scenes at one of the world's leading collections of military aircraft. One of the surprise highlights of the day was a presentation to Joseph by his Hendon Team Leader Pete Nash of a number of training certificates in aspects of aircraft conservation obtained through the National Aviation Heritage Skills Initiative's Training Centre at IWM Duxford – it's a small world! Well done to Joseph for having his dedication to aircraft conservation so publicly recognised and to all of the staff and Volunteers at the RAF Museum for going out of their way to look after us so well.

Jim Hutchinson
Volunteer Co-ordinator, IWM London Branches

UKNIWM 'WAR MEMORIALS NEWS'

Meeting with success at UKNIWM

In this issue we feature two aspects of volunteering with United Kingdom National Inventory of War Memorials (UKNIWM). UKNIWM held its inaugural volunteer conference in December 2009 of which more later. One of our office volunteers, Eliza Ramirez, has been helping in the office to update our memorial records with new information. It seems that this work inspired her to apply for a post-grad degree course but I'll let Eliza explain more.

Inspired to Learn

I first started with research placements at Platt Hall, Gallery of English Costume, Manchester and with the Whitworth Museum while studying for my degree in Textile History and Design at North East London Polytechnic (now North London University). I then had work placements at the V & A and the British Museum – it's been a fascinating journey so far.

My original decision to apply for volunteer work at IWM arose out of my interest in WW2, in particular my father's experiences in the British Army in North Africa and Italy, especially Monte Cassino. I have been volunteering with UKNIWM for about three years and it is something I've been delighted to be involved in. Many of the stories and information relating to the war memorials are so interesting. Often there just isn't the time to read them all. Recently, I've decided to apply to join the SAS – it's not the Special Air Service, but the School of Advanced Study, Institute of Historical Research, to do an MA.

My volunteer work at UKNIWM has been a large factor in my decision to foray further into the field of Historical Research and was certainly mentioned in my proposal of study. Volunteering at IWM has also allowed me to participate in special events, visits and lectures related to the IWM. These too have been incredibly interesting, informative and inspiring. I also never tire of taking my daughter around the excellent exhibitions in the IWM.

I have been offered a place so, subject to securing the funds to pay for the course, I look forward to balancing both my studies and my volunteer role with UKNIWM.

Eliza Ramirez, Office Support Volunteer, UKNIWM

Inaugural Volunteer Conference

Despite the fact that UKNIWM has been going since 1989 we have never had a conference just for our volunteers. Inspired by a suggestion from one of our fieldworkers, Roy Branson, we decided it was about time we did. So, on Friday 11th December a group of 30 volunteers gathered in the Conference Room at IWM London for the inaugural session of the inaugural conference. Fortified with coffee and biscuits, delegates were ready for a day of talks about the Inventory and war memorials.

Di Lees opened the conference with a welcome to everyone. We then spent the morning talking about the Inventory. Subjects ranged from a day in the life of the office – what we do and how we process all the records that come in – to current projects we are working on and what development plans we have in the pipeline. After lunch we kept the post-prandial sleep at bay with a brisk walk behind the scenes led by Richard Golland, Keeper of Printed Books, and a viewing of WW1 war memorial film footage. We then had an open floor discussion where volunteers were invited to contribute and pose questions in response to what had been covered in the morning session. The day ended at 4.30pm and for those who still had some energy we met up again at the pub at 6pm for a celebratory meal and a chance for an informal chat – which still seemed to centre around war memorials!

All in all, the day was a great success and one which we will definitely repeat next year.

Jane Furlong, Project Co-ordinator, UKNIWM



In Touch

As the In Touch volunteer programme is coming to an end, and the last group of In Touch volunteers are trained up and fitting themselves into the volunteer rota, it's our chance to reflect on the positive impact it has had on the museum and the individuals who have taken part.

A bit of background: the In Touch project has been working in partnership with Manchester Museum since 2007. The innovative project has trained up over 180 people from Greater Manchester to become museum volunteers. It has allowed participants to access heritage, to re-engage with learning and to develop key transferrable skills for future employment. The programme specifically recruited individuals who were long term unemployed, people with low skills levels and outdated skills, young people (post 16) at risk of exclusion and/or offending, asylum seekers, refugees, and individuals with disabilities.

In total 84% completed the 10 week 'Cultural Heritage' training programme, a significant figure for an adult learning programme. Of those who completed the course 42% have volunteered for six months or more. An impressive 18% of volunteers have gone on to secure sustained employment and 41% have engaged with further learning on completion of the course.

The impact: the overwhelming legacy of the project is a boost in confidence that it has given the individuals who have taken part. Volunteers often start with a low level of confidence and a certain amount of apprehension about the museum and its environment. By the end of the training, however, they feel like a valued and integral part of the museum. Everyone who has taken part has been on a distinct journey, taking on individual challenges and achievements. All those who have graduated from the Cultural Heritage training course, and have become volunteers, have become valuable members of the diverse team.

The Volunteers have a very positive impact for the visitors and the museum. Having a strong committed team of volunteers means that the 'Information Station', an object handling trolley, can be rolled out on a daily basis giving visitors the opportunity to handle original artefacts. At 'Your History', a family/object research facility, the invaluable assistance of the volunteers means that visitors are given help to trace family members and access a range of the museum collection. The volunteers do many more important tasks that encourage the visitors to make the most out of the challenging building and subject matter.

The future: some of the volunteers will feature in the upcoming advocacy document and DVD. Speaking in their own words they will talk about their experiences of the In Touch volunteering programme and how it has impacted on their lives. We hope to continue the Volunteer programme at Imperial War Museum North. As for now we will continue to appreciate all the volunteers' hard work. For more information about the forthcoming Imperial War Museum North volunteer programme – watch this space!

Don and Matt: ready to help at IWM North



Robert Nixon

Here are a few words from Robert Nixon. He is from the last intake of 'In Touch' volunteers – he has become a regular volunteer since completing the Cultural Heritage course in January 2010.

"I have been at Imperial War Museum North as part of the In Touch volunteer programme for over seven months. Work Solutions, an employment organisation in Salford, first mentioned the In Touch volunteer programme to me after I lost my job. After attending the taster session, which was a good way to look round and ask questions, I was interviewed. Later I received the great news from Gill Ashcroft (Volunteer Programme Manager, IWM North) that I had been accepted as a volunteer, for which I am thankful.

Even though I had been accepted onto the Cultural Heritage course there were still doubts in my mind that I would not have a lot to offer the museum as a volunteer. The training course, which was tutored by Marie Curliss from Salford City College, took a few months to complete. During the course we went to The World Museum in Liverpool and also the Manchester Museum to have a look round and a chat with both the staff and volunteers. The trips were a really enjoyable treat.

What makes volunteering at Imperial War Museum North so worthwhile is all the people that you meet as well as how much can be learned by listening to others. It is enjoyable taking part in the Big Picture Show, Your History and the Information Station.

Volunteering at Imperial War Museum North has helped me regain my confidence. It has given me a greater understanding and appreciation of how war shapes lives and just how hard everyone at the museum works to keep everything running smoothly and provide each and every visitor with the best possible experience."



Veterans North

The Volunteer Programme will be recruiting from the Veterans North group. Veterans North has been running since 2006. There has been a series of events over the years. Members have brought their stories and memories to the museum while meeting other veterans and their families. They have also made valuable contributions to our exhibitions and learning programmes. Now they are being given the opportunity to become volunteers and share their experiences further.

The training of veterans to become volunteers is being run in partnership with 'The Tim Parry Jonathan Ball Foundation for Peace' in Warrington. There will be five sessions of induction before they will be 'buddied up' with existing volunteers to give them on-gallery experience. They will then be integrated into the volunteer programme and will bring a unique insight into the interpretation of war.



Alison Gibb, Volunteer Programme Assistant, IWM North

Suzi draws on experience

My name is Suzi Fuller and I have been a volunteer at the Churchill War Rooms for the last five months, which has proved to be an invaluable experience. I am currently in my second year of a Contemporary Crafts Degree at Sussex Coast College for which my craft works are strongly focused on the military due to my personal connections. This led me to pursue work experience with the Imperial War Museum – which has turned out to be more rewarding than I could ever have imagined.

Initially meeting with Jim Hutchinson on HMS *Belfast* led to working with the Learning and Access Team at the Churchill War Rooms due to my determination to continue onto a PGCE after I have completed my Degree. Upon starting here, I discovered Churchill's passion for painting and have spent time researching into his creative side; through this and with much support from the Learning team, I have created and will be running a series of 'Paint like Churchill' events during May including drop in activities on weekends and throughout half term for members of the public, and lectures which Chartwell's David Coombs and Minnie Churchill have kindly agreed to deliver.

It has been a fantastic opportunity to develop skills in many areas and to experience teaching which interacts with an historic

site; my time at the Museum has had a direct impact on my degree work and has enabled me to see further how I wish to develop in the future. I hope to continue with volunteer work for the Imperial War Museums as all staff that I have met and worked with have been most welcoming and friendly.

Suzi Fuller, Learning & Access Volunteer Churchill War Rooms



Stop Press! We are delighted to announce that Suzi's contribution as a CWR Volunteer was recently recognised with a London Museums Hub 'Volunteers in Museums Award' for 'Bringing Innovation'. Suzi was presented with her award at a special celebration of volunteering event at the Museum of London during UK Volunteers Week on 2 June.

Mark's Market Research

I have been doing volunteer shifts for a few months now down at the Cabinet War Rooms and the Churchill Museum. I came to it through a lifelong interest in history and parents and grandparents who endured and survived the Blitz on London. I find the War Rooms extraordinarily atmospheric and always take the opportunity to stroll around during a break in my shifts.

Having survived an early exposure to the horrors of a booking system known as TOR, I am now engaged in reading through and making a word document of the comment cards left by the visitors following their visit. This is made a largely pleasurable experience by the majority of them praising the museum, its exhibits, staff and of course the man it is largely in honour of. So far, I have thoroughly enjoyed my time at the War Rooms due also to the welcome I have received from the very friendly and pleasant full time staff members who have helped me find my way around and assimilate so quickly into the pace of things down there. I look forward to more!

**Mark Brisenden
Learning & Access Volunteer, Churchill War Rooms**

Simon Thomson (Mark's supervisor):

Mark's work has contributed strongly to the Learning team's understanding of visitors' experiences of the site: by his reading every comment left by visitors, and recording what kind of learning experience they've had here, we are able to plan future activity and respond to their needs. The record of positive comments he makes each week forms a regular element of whole team briefings at CWR and keeps everyone focused on visitors' experiences in a highly positive way. He is a fantastic addition to the team!



Volunteer 'Situations Vacant' within the IWM Group

At all of our IWM Branches capacity for new volunteers can vary as training programmes and operational/development projects start and finish. For the latest position on current openings for volunteers at our sites please contact the Volunteer Co-ordinators recruiting for the branch or project that you wish to join. These are:

For IWM Duxford: Nicola Hughes, Volunteer Co-ordinator on 01223 499 357.

For the IWM's London Branches: Jim Hutchinson, Volunteer Co-ordinator on 0207 940 6345.

For IWM North: Danielle Garcia – Volunteer Programme Manager on 0161 836 4080.

For UKNIWM Project Fieldworker Volunteers: Jane Furlong, Project Co-ordinator on 0207 207 9851.