



## JOB DESCRIPTION

### Business Support Coordinator

£30,000 per annum (full time equivalent)

We think that this job requires 28-35 hours per week but we're open to discussion about flexibility.  
This role will require a DBS check.

#### About Little Village

Little Village is like a foodbank, but for clothes, toys and equipment for babies and children up to the age of 5. We've grown to be one of the largest 'baby banks' in the UK, supporting over 11,000 children since we launched in 2016. Families are referred to us via a network of over 1,800 professionals such as midwives and social workers.

As a volunteer powered movement of parents committed to alleviating child poverty, Little Village's vision is that every child in the capital has the essential items they need to thrive.

#### About this role

Little Village's mission is to make it as easy as possible for families to support one another when times are tough. We collect great quality donations from local families, and we get these out to other local families in need via friendly drop-in sessions. During Covid we have switched to a delivery model and hope to be able to welcome families back into our hubs soon. As we grow and look to support an increasing number of families we will be exploring a hybrid model of delivery and in-person support.

We work closely with other local organisations to achieve our goals and engage our target families. We create inclusive opportunities for volunteering designed to build confidence and community, and we promote sustainable living.

We currently have four sites across London and over the next few years we plan to open further sites, including a warehouse and network of satellites.

We're looking for a practical, friendly, can-do Business Support Coordinator to help us grow our organisation. In this role you have the opportunity to play a vitally important part in the evolution of Little Village, helping us to remain the warm, professional and values-led organisation we always aim to be while significantly increasing our impact.

You'll work closely with our network-wide team, as well as in collaboration with our local site-based teams. The work is varied and stimulating, and Little Village is a really fun, talented, and committed place to work.

We're looking for someone who can work at least 28 hours a week, our working week is 35 hours, so if you're interested in full time work we are open to this. Equally, if you are interested but unable to commit to these hours, we are also open to a discussion about flexibility.

**Reports to:** Head of Operations

**Purpose of role:** To work with the Head of Operations and the rest of the network team to ensure the smooth running of Little Village's baby bank operations, including referrals, stock management and delivery processes, in order that we can support as many families as possible.



**Start date:** ASAP

**Duration:** Permanent, with a probation period of 3 months

**Hours:** 28 - 35 hours a week, 52 weeks a year, which can be worked flexibly, so long as you are available for some hours Monday to Thursday during the core operational times of 9am to 4pm.

**Salary:** £30,000 pro rated

**Location:** You will work flexibly across our hubs in Battersea (temporary site), Kings Cross, Wembley and Watford. Home working is an option, with periodic site visits.

### **Main responsibilities**

#### **Development and maintenance of our database system and IT systems**

- Work with the team to understand their needs; testing and reviewing database solutions to those needs. Managing the administration of any network-wide roll-out of new products and services.
- Liaise with external consultants and contractors where necessary to develop and improve the database
- Basic administrative functions including user account maintenance, keeping software up to date, troubleshooting.
- Training and supporting other team members who use the database
- Ensuring all our data collection and storage complies with the relevant legislation
- Salesforce Systems Administrator. Assigning new licences and managing passwords, liaising with SF on the purchase of licences and ongoing products and services. Roll out of 2-step authentication. Creating new reports for operational and reporting purposes. Managing and Running existing reports for network and hub teams, as and when needed for the purposes of their work. Giving basic training and tour to new SF users.
- System administrator of Microsoft 365 environment. Supporting the People and Finance Assistant to assign new accounts, manage licences, folder access and permissions. Making suggestions for and improvements to document sharing, to ensure ease of access for team, whilst keeping our data secure. Giving basic training and tour to new Microsoft users.

#### **Supporting our wider operations**

- Supporting the Head of Operations on the administration of strategic projects, for example opening new sites, and designing new transport or tech solutions
- Contracts filing and management
- Act as the point of contact for new and existing utilities and services, eg. Phones, business rates., insurance. Manage new contracts and seek best-price solutions. Apply for mandatory and discretionary business rates relief using supporting documentation, with support from Head of Operations and Head of Programmes.
- Working with the People and Finance Assistant to ensure that operations related Board Papers are prepared in good time and operations staff members contribute information and data to relevant sections.
- Policy review administration, including annual audit and coordination of reviews by multiple staff/Board members for policy suite.
- Data process manager. Ensuring we stay in line with current GDPR legislation and that staff are supported with what they need to meet compliance. Procuring data processing agreements from



all new suppliers. Updating Data Breach register and escalating any incidents to Head of Operations.

- H&S. Maintaining and updating health and safety log. Reviewing existing risk assessments at least annually or sooner as circumstances dictate. Drafting new risk assessments, working with hub and ops team. Managing paperwork relating to any health and safety incidents, including RIDDOR.
- Network procurement of new stock. Working with Head of Finance and Head of Operations, maintain and audit current purchasing of mattresses and hygiene products, to ensure we get best value. Identify cost savings and work with Head of Operations to negotiate new contracts, where appropriate. Liaise with Corporate Partnerships and Hub teams to ensure gifts in kind are in line with operational needs. Ensure donations in kind are recorded appropriately on Salesforce.

### **About your skills and experience**

We are looking for a pro-active, creative and analytical individual to take on this role. You'll be up for a challenge and motivated by the satisfaction of making systems as smooth, straightforward and efficient as possible.

#### **Essential**

##### **Strong track record in Salesforce administration and development**

At least 2 to 4 years' experience of Salesforce administration support

##### **Business and/or office management experience**

- Knowledge of H&S, Data and IT systems administration.
- Experience of procurement and contract negotiation
- Confident working knowledge of Microsoft 365 suite.
- Excellent communication skills – both written and oral .

##### **Works collaboratively**

- Clear evidence of your ability to connect with people and understand what they need
- A track record in adding value to teams and increasing their effectiveness
- Ability to maintain relationships (for example, with external contractors) on behalf of Little Village.

##### **An analytical, creative problem solver, focused on outcomes**

- Experience of understanding problems, testing solutions and learning from what works
- An impressive level of analytical skills and evidence of how you have applied them to increase a team's effectiveness
- A willingness to think differently about how to achieve a goal

##### **Systematic approach to managing multiple priorities**

- Excellent at juggling multiple competing priorities and still delivering on time
- A strong eye for the detail, for example relevant legislation, Salesforce updates and integrations
- Proactive thinking to join the dots where your work impacts other individuals, teams or systems processes.



### **Knowledge and passion for our work**

- A passion for tackling child poverty and the role we can play in that
- A strong commitment to our values

### **Desirable**

- Events and/or project management experience,
- Powerpoint skills
- Basic budgeting experience
- A Salesforce administrator certificate

### **What we can offer**

#### **Salary and pension**

The salary for this role is £30,000 (FTE and subject to deductions). On pensions, we will match your contributions by 3% if eligible.

#### **Annual leave**

You will be entitled to 28 days of annual leave including bank holidays (these will be pro-rated to reflect your working hours) if you work less than 35 hours per week). We usually give the team time off between Christmas and New Year that doesn't come off your allowance.

#### **Contract**

This is a permanent role. You will have a probation period of 3 months.

### **The application process**

Little Village operates in London, one of the most diverse cities in the world. We are working towards a goal where our team fully reflects that diversity and difference in lived experiences and strongly encourage applications from under-represented groups including people from Black, Asian and Minority Ethnic backgrounds, LGBTQ+ people, people with disabilities, people with lived experience of poverty either personally or through family, experience of the care system, non-graduates and first-in-family graduates. As part of our commitment to fairer recruitment, all applications will be assessed without names and any protected characteristics.

We want Little Village to be a place where our individual differences and contributions are truly recognised and valued. We want to support people with disabilities and are fully committed to make any reasonable adjustments so that everyone can apply to this role. We are serious about working with the right candidate to make this role work for them. To read our Equal Opportunities Policy please see [here](#).

The requisite eligibility criteria, or work visa to work in the UK are a requirement for this position and unfortunately, we are not able to offer relocation and/or sponsorship support.

Please note that this position will require a DBS check.

If you need additional support with your application or Interview process, then please do let us know what you need and where we can help make this accessible.



To apply, we would like you to complete this [online application form](#) by 9am on 14 July 2021. Here, you'll be able to attach a CV. You will also need to respond to the following questions, using up to 500 words for each answer.

- What skills and experience would you highlight that are relevant to this role and our work at Little Village?
- How have you successfully juggled multiple priorities and what strategies, systems and processes have helped you to do so?
- How would colleagues and friends describe you? What are your superpowers and how are you still developing?
- Which of our four values; love, solidarity, thriving and sustainability resonates with you most and why?

We will be looking for concrete evidence of the difference you've made in relation to the questions we've asked: it's your chance to show us the skills and experience you'd bring to this role.

We will also invite you to complete an [anonymous equal opportunities form](#). The information contained in this questionnaire will be treated as confidential and will be used for monitoring purposes only. This information won't be seen by any person involved in the selection process for this post. It will enable us to monitor how we are doing against our diversity and inclusion commitments.

Applications should be completed by 9am on 14 July. Please note, applications not using the online application form and following the guidelines set out here will not be considered.

### **Key dates**

**Submission of application:** 9am on 14 July 2021

All applications will be assessed on the match to the experience and skills set out here. We know we are asking for a lot and we are looking for your honest appraisal of where you are already high performing and where there is room for growth.

**First round:** 19 July 2021

This stage will include a competency-based interview with two members of the Little Village team. We will confirm who you'll be meeting when this interview is arranged.

**Second round:** 26 July 2021

This stage will include a competency-based interview with two members of the Little Village team. We will confirm who you'll be meeting when this interview is arranged.