



JOB DESCRIPTION

Warehouse Assistant (Watford)

£12.60 per hour, FTE 12 months fixed term contract from 23rd August 2021

We think that this job requires 35 hours a 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

At the heart of Little Village is the regifting of pre-loved baby equipment, clothes and toys onto other families. To allow us to do that, we need a steady flow of good quality donated kit, which needs to be checked, sorted and organised within our new warehouse site, ready for delivery to families. The Warehouse will support our other London hubs, store seasonal stock and big kit (beds, buggies and highchairs). We will also direct-despatch bundles to families throughout London using couriers and volunteer drivers.

The warehouse site is a new development for Little Village and we are looking for someone who is willing to get stuck in and work proactively and flexibly to help the Manager build the operation.

You'll be passionate about tackling child poverty and motivated by our values of love, solidarity, thriving and sustainability.

Reports to: Warehouse Manager

Purpose of role: The Warehouse Assistant will support the Warehouse Manager with the running of a smooth and efficient warehouse operation, ensuring we have the right levels and right type of stock to meet the needs of local families.

Main responsibilities

Volunteer Management

- Create a positive, friendly environment for volunteers where they feel part of the team
- Lead daily volunteering sessions, ensuring volunteers are fully inducted, informed and regularly reminded about health and safety protocols
- Ensure volunteers have clearly defined tasks and that their time with us feels productive and well managed
- Work with the Warehouse Manager to identify priority packing jobs



Stock Management

- Ensure stock in the Warehouse is stored safely and efficiently to ensure safe working
- Compile stock requirements list at the end of each week and liaise with our other sites regarding the delivery of that stock
- Ensure donation drop offs and stock received from other hubs is managed efficiently including sorting and storing stock
- Work with the Warehouse Manager to identify stock tasks to be completed
- Source spare parts for donated items as needed and pre-order mattresses for bespoke size cots
- Enter details of stock packed for families on our database (training will be provided)

Quality, compliance & operations

Work with the Warehouse Manager to ensure that Little Village is a safe place to be, and fully compliant with our organisational policies relating to health and safety, child and adult safeguarding, DBS checks and data protection

Active member of the Little Village team

To embody the values (Solidarity, Love, Thriving, Sustainability) and organisational behaviours) in your work everyday

About your skills and experience

We are looking for a highly motivated person to join our team.

Able to manage multiple priorities

- Excellent at juggling multiple competing tasks and still deliver on time
- A strong eye for detail

A great team member

- Able to work autonomously but also as part of an effective team
- Value and support everyone who comes into contact, volunteers and works at Little Village

A knowledge and passion for our work

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

Essential

- Warehouse or retail work experience
- Microsoft Office 365 skills (Outlook, Excel, Word)
- Excellent communication skills – both written and oral

Desirable but not essential

- Experience of working with volunteers or volunteering
- Experience setting up a warehouse or retail operation
- Experience (direct or indirect) of living in poverty

What we can offer

Salary and pension

The salary for this role is £12.60 per hour (subject to deductions). If eligible, we will match your contributions by 3% on pensions.



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.

Hours of work

We think that this job requires 35 hours a week, Mon- Fri 9am – 4.30pm on site with some flexibility required to manage deliveries. We are open to discussions about flexibility.

Location

This role will be based at Little Village Warehouse, Cherry Tree Road, Watford, WD24 6SH. You will need to be able to travel to our South and North London hubs for initial training for the first couple of weeks.

Contract

This is a 12 months' fixed term contract, starting on 23rd August 2021. 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](#).

We know everyone's lives are different and that traditional working patterns may not be quite right for you. We think this job requires 35 hours per week but if you are interested in the role but cannot commit to the hours above, we are also open to discussing the hours you are able to do.

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 12 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 12 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 12 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: 14 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: 20 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.

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