



## **Brent Baby Bank Coordinator**

£28,500 per annum (full time equivalent for 35 hours per week)  
12 months fixed term contract from October 2021

We think that this role 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**

The Little Village Brent site is a new development for Little Village and we are looking for someone who will create a warm and safe environment for families and volunteers and ensure there is great quality stock to meet the needs of families.

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

**Reports to:** Head of Operations

### **Main responsibilities**

#### **Operations**

- Responsible for the flow of stock in and out of your hub, and, working in a team with stock managers at other sites, flow of stock around the Little Village network in an efficient manner, which allows the fulfilment of referrals.
- Responsible for organisation of stock at your hub, ensuring it is stored in a neat and safe manner, maintaining good stock levels, and liaising with colleagues at your hub and across the network to source low stock items in a timely manner.
- Keeping track of bulk toiletry orders and liaising with colleagues to notify them when additional stock is required.
- Manage process for receiving donations; assigning 'meet and greet' person to welcome donors and record contact details.
- Responsible for managing and cost effectively sourcing adequate consumables as required for baby bank operations. E.g. stickers, clear bags, string, bin bags etc.
- To source products and spare parts which need to be purchased (i.e. bottle teats, mattresses, bags) in the most cost-effective way, through identifying and approaching suppliers or using existing negotiated purchasing routes and/or working alongside colleagues to procure network-wide solutions.
- To manage monthly wish lists and initiating requests for low stock items periodically – liaising with colleagues on network-wide stock needs.

- To manage stock flow between the hub and storage facilities.
- To build relationships with internal and external contacts to manage and control stock levels (e.g. requesting and transferring stock) and/or working with other baby banks.
- To identify new opportunities for sourcing and managing donations.
- To prepare stock for events as required.

### **Referrals Fulfilment**

- On a weekly basis, ensure relevant referrals are printed ready for packing, and scheduled for packing in line with dispatch date.
- Ensure referrals are prepared and packed to best meet the needs of the family based on available stock.
- Updating dispatch database to allow management of workflow and delivery co-ordination. Working with Stock Assistant/session leads to ensure data is uploaded in an accurate and timely manner – removing items not fulfilled, including items to be ordered, indicating any delayed deliveries.
- Being the lead person on the 'shop floor' for the retail offering for visiting families. Making sure the site is welcoming and tidy and that families feel they are having a personal and professional service.
- Working with colleagues across sites to test and quantify the 'retail' environment, as this is a new operational model for Little Village.
- With the session lead, ensuring volunteers are well briefed and efficiently deployed to support families during their visit to site.

### **Quality Management:**

- Overall responsible for checking incoming stock and outgoing bundles, cots and buggies to ensure quality and safety standards are maintained.
- To ensure a clear quality checking process is maintained for key items and departments and to manage volunteers to ensure that:
  - cot and buggies are checked, labelled, and ordering parts/mattresses.
  - all equipment has a manual (where appropriate) or safety notice. E.g. stair gates, breast pumps, buggies, cots, slings.
  - all equipment is clean, e.g. sterilisers, breast pumps, play mats, toys, bouncer chairs etc.
  - all equipment meets safety standards.

### **Health and Safety**

- Responsible for all aspects of Health and Safety within the hub, ensuring safe working practices at all times and the safety of employees and volunteers. This includes but is not limited to; ensuring risk assessments are adhered to, hygiene control measures and manual handling processes are implemented and adhered to at all times.
- Drafting and managing site-specific risk assessments for baby bank related activity (training will be given).
- Responsible First Aider and Fire Warden on site whilst baby bank operational (training will be given).
- Responsible for managing Covid-related procedures throughout baby bank operations.

### **Facilities**

- Responsible for management of the baby bank space and smooth running of the site, including zoning areas and arranging for appropriate shelving/storage where necessary. Areas include stock room/s, main family and/or packing room, working with the site lead and leads for other site activities.
- Ensuring the space is kept clean and tidy by overseeing the cleaning schedule and ensuring that waste is disposed of safely and appropriately.
- Being the main contact for the building caretaking staff and maintaining good relations with onsite team.
- Keyholder. Responsible for unlocking/locking up and site security.

- Managing delivery zone to ensure there is space available for drop offs/pick ups.

## **People**

- Working with session leaders, empower and manage the volunteer team to deliver the Baby Bank operation at a hub level.
- Liaising with Volunteer Manager on resourcing gaps and recruitment to ensure adequate resourcing levels.
- Working with session leads, ensure volunteers receive a daily briefing, including Health & Safety procedures and conduct risk assessments where required.
- Responsible for managing Session Leads, who are in turn:
  - responsible for managing volunteer sessions within the hub. Ensuring volunteers remain engaged and motivated and understand Little Village values and objectives.
  - responsible for inducting new volunteers, ensuring they are familiar with Little Village policies and procedures.
- Maintain and prioritise a list of stock related tasks to be completed and ensure volunteers have a good understanding of clearly defined tasks. With session leads, support and train volunteers to undertake tasks.
- Responsible for ensuring volunteer sessions are professional, productive and fun and that volunteers are appropriately thanked for their time.
- Line Management of Stock Assistant (where relevant).
- Line management of cleaner and/or management of contract cleaning.
- Maintaining good relations with the residents and staff in the block. Being an advocate and champion for Little Village, whilst respecting we are in a shared building.

## **Transport**

- Liaise with the Transport Manager and Warehouse Manager regarding weekly delivery schedules and ensuring drivers are fully briefed when they arrive on site in health and safety procedures and information specific to their deliveries.
- Manage the loading of delivery vans to ensure they are packed in a logical manner, troubleshooting on delivery day.

## **Waste Management**

- To manage waste safely on site.
- Pro-active research on sustainable waste solutions.
- Co-ordinate and control tip, recycling and charity runs, ensuring the correct resource is provided. Keep track of waste materials, so that quantities are accurately recorded for sustainability metrics.

## **General**

- Ensuring compliance with GDPR policy and that sensitive information is kept secure and disposed of properly.
- Represent Little Village and our values and to work collaboratively with Little Village employees and volunteers.
- Occasionally speaking on our behalf at local community events eg school assemblies.
- To propose and implement ideas and solutions to improve the running of the stock flow and storage.
- Social Media. Being a Little Village spokesperson/group admin on our local Facebook page for comments relating to stock and donations. Replying to public comments and enquiries in a timely manner. Upholding Little Village standards, as outlined in our Social Media Policy.

## **About your skills and experience**

We are looking for a highly motivated person to join our team, who is;

### **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 and work as part of an effective team.
- Value and support everyone who comes into contact, volunteers and works at Little Village.

### **Has knowledge of 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**

- Retail management, warehouse, logistics or facilities management experience.
- Microsoft Office 365 skills (Outlook, Excel, Word).
- Excellent communication skills – both written and oral.
- Line management experience, experience of working with volunteers.

### **Desirable but not essential**

- Full, clean driving licence.
- Experience of conducting risk assessments and managing Health and Safety.
- Experience of using social media to build community.
- Experience (direct or indirect) of living in poverty.

## **What we can offer**

### **Salary and pension**

The salary for this role is £28,500 (FTE and subject to deductions). On pensions, we will match your contributions by 3% if eligible.

### **Hours of Work**

We think that this job requires 28-35 hours a week. We are open to discussions about flexibility.

### **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.

### **Location**

You will be based at our Brent site, which is located at 7 Park Lane, London HA9 7RH.

### **Contract**

This is a 12 month fixed term contract, starting in October 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](#).

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 10th September 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.

Please note, applications not using the online application form and following the guidelines set out here or received after the deadline will not be considered.

### **Key dates**

#### **Submission of application:** 9am on 10th September 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:** 20th September 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:** 23rd September 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.