



JOB DESCRIPTION

Volunteer and Employability Programme Coordinator

£32,000 FTE per annum (gross), permanent contract

We think 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 17,000 children since we launched in 2016. Families are referred to us via a network of over 2,000 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

Reports to: Head of Programmes

Number of direct reports: 3

Purpose of role: Our volunteers are our lifeblood at Little Village. They have enabled us to keep our doors open throughout the pandemic. The 629 people who made up our community in 2021 all bring both solidarity and kindness to our work. Not only do they keep our baby bank service running, but our volunteer programme has core benefits in itself, and we have an exciting vision to grow this programme. As the Volunteer and Employability Programme Coordinator, you will develop and innovate our programme, widening access to volunteering and providing new opportunities for marginalised groups to get involved with us. You will lead our Volunteer Administrator team who run day to day volunteer operations, and with them, develop a best-in-class volunteer experience that both supports the organisation's operational needs, and provides personal growth and development for those volunteering.

Key Tasks and Accountabilities

1. Building a volunteer focussed culture

- To develop an organisational wide focus on great volunteer experience:
 - Leading the volunteer staff team;
 - Being a figurehead for all volunteers;
 - Supporting staff who manage volunteer teams across the organisation.
- To nurture the positive, collaborative and thriving volunteer community across Little Village.
- To lead on our capture and analysis of impact data relating to volunteer programmes, feeding into future strategic development and delivery planning.



2. Programme development

Skills and Employability Programme

- Working with the Head of Programmes, develop a pilot scheme for skills development through volunteering.
- Explore funding opportunities with the fundraising team.
- Determine the support structure necessary to enable a successful supported volunteering programme.
- Identify training and qualification partnerships with other organisations.

Family Volunteering Programme Development

- Lead on a recruitment programme to increase proportion of volunteers from supported families.
- Develop a support programme to provide ongoing pastoral support for volunteers with complex situations.
- Work with the fundraising team to create proposals in support of raising funding for this programme.

Young volunteering programme

- Develop our offer for young people volunteering at Little Village, with the aim of furthering youth engagement with the issue of child poverty.
- Work with community engagement coordinators at each of our hubs to deliver this locally.

Corporate volunteer programme

- Working with the corporate partnerships fundraising manager, develop our corporate volunteering offer to increase business involvement and support for Little Village and meet site needs, in line with our values.
- Create all necessary assets to support this.
- Review and develop the programme in light of participant and site feedback.

3. Volunteer Development

Training and Inductions

- Develop and deliver a comprehensive volunteer induction programme ensuring all volunteers understand and can operate within the Little Village ethos.
- Run network wide values-based inductions for all new volunteers throughout the year.
- Lead site teams on the delivery of role specific inductions.
- Lead on remote role inductions.
- Identify training needs across the organisation.
- Develop an appropriate training scheme for all roles ensuring consistent skills and approach across all sites.
- Manage the delivery of that training approach across the year.
- Develop any materials needed for the delivery of the training.
- Commission external training providers where necessary.
- Run any train the trainer sessions for courses to empower site teams and volunteers to deliver.
- Ensure volunteers are signed up for any role-specific training and documenting their completion of that training.



Recruitment

- Develop new initiatives for recruitment, including promotional materials, channels, use of interviews and information sessions, open days, specific community engagement.
- Identify and develop partnerships that may lead to volunteer recruitment.
- Develop best in class volunteer recruitment approach for deployment at new sites to deliver a diverse, engaged, stable and representative volunteer base.

Volunteer engagement

- Manage our annual volunteer evaluation programme, including survey, focus groups and any other means, to assess volunteer feedback:
 - Respond to feedback.
 - Present output to the network and board with action plan.
 - Implement action plan with the volunteer coordinators and site teams.
- With support from the Communications team, plan and implement a volunteer communications plan to create sense of team and promote wider organisational wide news, including in-person, social media, campaigns, regular and 'functional' communications.
- Ensure ad hoc and casual communication channels are open to all volunteers for feedback and input.
- Provide training and support for volunteer-facing staff across the organisation.

4. Team management

- Line manage the volunteer administration team, including personal and team-based goal setting, coaching and development.
- Co-ordinate other volunteer-facing stakeholders across the organisation to build a volunteer-focussed organisation.

5. Other

- Develop and maintain volunteer networks to take advantage of sector best practice.
- Stay abreast of volunteer best practice and regulations.
- Lead development and updating of volunteer policies (excluding recruitment) all and any volunteer aspects within other organisational policies.

About your skills and experience

Essential

- Strong organisational skills.
- Experience of programme development and innovation.
- Strong verbal and written communication skills.
- Line management experience.
- Strong MS Office skills.
- Administration experience.
- Excellent at juggling multiple competing tasks and still deliver on time.
- A passion for tackling child poverty and the role we can play in that.
- A strong commitment to our values (love, solidarity, thriving and sustainability).

**Desirable**

- Experience managing volunteers.
- Strong skills using Salesforce or another database.
- Experience (direct or indirect) of living in poverty.

What we can offer**Salary and pension**

The salary for this role is £32,000 per annum FTE (gross). If eligible, we will match your contributions by 3% on pensions.

Annual leave

You will be entitled to 25 days of annual leave plus bank holidays (these will be pro-rated to reflect your working hours if you work less than 35 hours per week).

Hours of work

We think this role requires 28-35 hours per week, but we're open to discussion about flexibility. This is a 52 weeks per year contract.

Location

This role will be home-based, with the expectation that the successful applicant will have the flexibility to visit our sites and volunteer teams as required for the role.

Contract

This is a permanent contract, starting as soon as possible. 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 28-35 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 3 May 2022. 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 3 May 2022. 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 3 May 2022

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 interview: 11 May 2022

This will be a competency-based interview with two members of the Little Village team, taking place virtually via Zoom. We will confirm who you'll be meeting when this interview is arranged.

Second round interview: 19 May 2022

This will be a competency-based interview with two members of the Little Village team, taking place virtually via Zoom. We will confirm who you'll be meeting when this interview is arranged.