



JOB DESCRIPTION - DRAFT

Hub Manager

£32,000 FTE per annum (gross), fixed term contract until (tbc) December 2023
52 weeks per year

We think this role requires 35 hours per week, but we're open to discussions about flexibility.

Many of our staff work flexibly in many different ways, including part-time. Please talk to us at interview about the flexibility you need. We can't promise to give you exactly what you want, but we do promise not to judge you for asking.

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

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 Hounslow hub, ready for delivery to families. The Hounslow hub 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 Hounslow hub 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 build the operation.

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

Reports to: Head of Operations

Number of direct reports: 3

Purpose of role: The Hub Manager will be responsible for running a smooth efficient hub operation, ensuring we have the right levels and right type of stock to meet the needs of local families.



Key Tasks and Accountabilities

Facilities

- Responsible for set up and smooth running of the hub operation. Working with the Head of Operations to continually monitor site layout to improve efficiencies.
- Managing smooth running of the site; designated key holder, liaising with onsite landlord team and point of contact for any maintenance issues.
- Ensuring the space is kept clean and tidy by managing the cleaning schedule and ensuring that waste is disposed of safely and appropriately.
- Carrying out daily, weekly, monthly checks of M&E (mechanical and engineering) where appropriate.
- Liaising with external contractors when needed.

Operations

- Overall Management of support to families, including bulk Happy Baby deliveries (or similar arrangement), collection by families and direct despatch.
- Coordinating the day-to-day running of the hub including planning for week/ month and term. Includes sorting, packing, monitoring stock requirements, issuing stock, maintaining accurate records and disposal of unsuitable items
- Responsible for managing receiving donations; ensuring donors are welcomed and their details are captured.
- Ensuring packing and dispatch database is kept up to date to allow management of workflow and delivery co-ordination.

Network Stock

- Responsible for outgoing stock management including organisation of hub stock, ensuring it is stored safely, maintaining good stock levels and liaising with colleagues to source low stock items in a timely manner.
- Working with Network Stock Coordinator to dispose of excess stock appropriately and in line with our sustainability commitments.
- Working with the Transport Manager to coordinate stock flow between sites and collections and drop-offs are in-line with hub needs.
- Keeping accurate records of incoming stock, included donated and procured items.

People

- Responsible for line management of employee team within the hub including managing rotas and team absence.
- Ensuring volunteers are well supported and remain engaged and motivated and understand Little Village values and objectives.
- Managing volunteer rota to ensure adequate resourcing levels on a weekly basis and liaising with Volunteer Manager on resourcing gaps and recruitment
- Responsible for ensuring volunteer sessions are professional, productive and fun and that volunteers are appropriately thanked for their time.
- Line Management of Team Leader and Packers.

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
- Conducting individual risk assessments when needed, including PEEPs
- Responsible First Aider on site and Chief Fire Marshal responsibilities (training will be given).
- Recording and reporting on H&S incidents and cascading to line management, where appropriate.



Transport

- Main point of contact for all deliveries in and out. Liaison with Transport Manager on the weekly schedule. Ensuring all courier packages are despatched/troubleshooting where necessary.
- Managing the loading of delivery vans to ensure they are packed in a logical manner, troubleshooting on delivery day.

General

- Unloading and loading delivery vans, sorting and placing items on to racks, and shelves and using a pallet trolley to move kit around.
- Ensuring compliance with GDPR policy and that sensitive information is kept secure and disposed of properly.
- Representing Little Village and our values and to work collaboratively with Little Village employees and volunteers.
- Desire to learn our Salesforce CRM and Database. Working with Head of Operations to identify other tech solutions e.g. Inventory management.
- Supporting community engagement activity and representation of Little Village at community events

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 and manage others but also work 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 management or logistics management or onsite retail management work experience
- Use of inventory management software and systems
- Line management experience
- Microsoft Office 365 skills (Outlook, Excel, Word)
- Excellent communication skills – both written and oral

Desirable but not essential

- Full, clean driving licence
- Knowledge of RIDDOR desirable.
- 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 £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 35 hours per week, but we're open to discussions about flexibility. This is a 52 weeks per year contract.

Location

This role will be based at the Little Village Hounslow site, which is located at: Unit 27, Treaty Shopping Centre, First floor, London TW3 1QL (former Debenhams).

Contract

This is a fixed term contract, starting as soon as possible and finishing in (tbc) December 2023. 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 4 July 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 4 July 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 4 July 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: 7 July 2022

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

Second round interview: 11 July 2022

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

.....