



## JOB DESCRIPTION

### Packer

£13.10 per hour FTE per annum (gross), fixed term contract until 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 the Hub 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:** Hub Manager

**Number of direct reports:** None

**Purpose of role:** Ensuring the bundles we put together for families are made up with great quality, neatly packed donations and that they are dispatched as efficiently as possible. You will be working both alone and as part of a team to complete your work. This role will involve packing and manual handling and will best suit self-motivated individuals who enjoy working systematically and productively.



## **Key Tasks and Accountabilities**

- Daily sorting of clothes and kit for quality/suitability
- Packing to order for families to ensure all bundles are: fit for purpose, good quality, packed neatly and in line with our values
- Labelling and assigning packages for DPD or volunteer delivery
- Using our CRM Salesforce system to access packing lists/update data (training will be given)
- Picking and packing for community bulk deliveries where and when needed
- Loading and unloading vehicles and operating pallet trolleys
- Receiving and sorting bulk goods, including community donations and bought stock. Storing safely and in a timely manner

## **Stock Management**

- Assisting Team Lead with stock take and flagging low or excess stock levels.
- Ensuring stock in the hub is stored safely and efficiently to ensure safe working
- Compiling stock requirements list at the end of each week and liaise with our other sites regarding the delivery of that stock to replenish the hub
- Ensuring weekly donation drop offs are managed efficiently including sorting and storing stock
- Working with the Network Stock Coordinator to identify stock tasks to be completed

## **Operational Support**

- Working with the Hub Manager and Team Leader 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
- Taking on specific scheduled responsibilities to support the Hub Manager, Team Leader and wider team with the day-to-day operations.
- Working alongside volunteers to present a positive and cheerful face of Little Village
- Receiving donations from members of the public. Greeting and thanking appropriately
- Unloading and loading delivery vans, sorting and placing items on to racks, and shelves and using a pallet trolley to move kit around.
- Occasional representation of Little Village at community events.
- Taking rubbish/waste to appropriate bins daily

## **About your skills and experience**

We are looking for a highly motivated person to join our team. You should have:

### **Essential**

- Excellent communication skills
- Experience of using Microsoft Office 365 (Outlook, Excel, Word) and data input / processing.
- Excellent organisational skills, able to juggle competing tasks and deliver on time.
- A strong eye for detail.
- Able to work autonomously but also as part of an effective team.
- Honesty, integrity and a strong commitment to our values
- Reliable and dependable
- Flexible and willing to take on a variety of tasks



Desirable

- Full clean driving licence
- Practical – love of DIY would be useful!
- Experience (direct or indirect) of living in poverty

## **What we can offer**

### **Salary and pension**

The salary for this role is £13.10 per hour (gross) fixed term contract until December 2023. 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 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?
- 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.

### **Assessment day:** 6 July 2022

You will be invited to an interview day, which will include tasks and competency-based interviews with members of the Little Village team. This will take place at the Hounslow hub and we will confirm who you'll be meeting when it is arranged.

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