



## JOB DESCRIPTION

### Session Lead

£13.10 per hour (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:** Team Leader

**Number of direct reports:** None

**Purpose of role:** As the Session Lead, you will manage a team of volunteers to ensure the volunteering session is run effectively, productively and in line with Little Village values. You will also ensure volunteer tasks are completed and the hub is set up for the following days activities. You'll be passionate about tackling child poverty and motivated by our values of love, solidarity, thriving and sustainability.



## Key Tasks and Accountabilities

### Volunteer Management:

- To effectively induct new volunteers, ensuring they are familiar with Little Village's policies and procedures and understand its values.
- To welcome volunteers (including corporate volunteers) to each session, ensuring the session has a fun, professional and productive feel.
- To train new volunteers and allocate a buddy or mentor during sessions if required.
- To start each session with a briefing for all volunteers, ensuring every volunteer has a role and is clear about the objectives of the session/their task, also identifying individual volunteer strengths and areas of interest.
- To be the point of contact for questions and queries during the session.
- To build a rapport with volunteers, so that you get to know them personally, whilst respecting personal boundaries (if you know the name of their favourite pet and how they like their tea, even better).
- To make sure volunteers take breaks, making them a hot drink when needed.
- To ensure that volunteers entitled to travel reimbursements are paid, if applicable.
- To manage any young volunteers and/or DofE students, ensuring any assessments are completed and the correct hours/sessions are achieved.
- To be responsible for health and safety during the session, including conducting personal risk assessments for any volunteers with individual needs, compiling and monitoring a risk assessment for the session, providing ongoing monitoring of health and safety, and ensuring all policies and procedures are followed during the session.

### Task Management:

- To ensure any priorities for that session are completed and any outstanding tasks are communicated to the Hub Manager/Team Leader.
- To develop and implement any necessary processes that support the session.
- To ensure that quality standards are met and that all donations are sorted, checked, organised and stored appropriately.
- To work with families when they arrive to collect their items to make sure they have a dignified experience and that you answer their queries appropriately. Signposting where needed.
- Safeguarding awareness. As the point of contact for families, to be aware of your safeguarding responsibilities and escalating as and when needed.
- To pack for families and/or supervise volunteers who pack for families.
- To ensure that all rubbish and waste is disposed of correctly at the end of the session.
- To ensure the hub is fully set up for the next session's activities, using guides and information available.
- To ensure the hub is tidy and organised ready for the next day's activities.
- To set up hot drink station daily and pack it down.
- To ensure any donors are thanked and supported with donations they are delivering.
- To be in regular contact with the Hub Manager and Team Leader about any low or excess levels of stock.
- To unload and load delivery vans, sorting and place items on to racks, and shelves and using a pallet trolley to move kit around.
- To identify improvements to the stock system and come up with suggestions for development, working with the Hub Manager and Team Leader.
- To work closely with the Hub Manager, Team Leader and other Session Leads to ensure the smooth running of weekly activities.
- To take on specific scheduled responsibilities to support the Hub Manager, Team Leader and wider team with the day-to-day operations.
- Occasional representation of Little Village at community events.



## **About your skills and experience**

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

- Excellent communication skills.
- Experience of using Microsoft Office 365 (Outlook, Excel, Word) and data input / processing.
- Exceptional organisational and delegation skills, and interest in routine tasks.
- The ability to communicate with and empower volunteers to be effective in their roles.
- The ability to work cooperatively with different types of personalities.
- The ability to motivate a team and make their contribution feel valued
- The ability to prioritise workloads and manage multiple tasks.
- The ability to think creatively and problem solve independently.
- Good knowledge of Little Village, its values and ethos.
- Desirable but not essential: 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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