



JOB DESCRIPTION

Community Engagement Coordinator – Hounslow

Based at our Hounslow Distribution Hub and Family Packing Centre
£28,500 per annum (full time equivalent for 35 hours per week)
Fixed term contract to 31 December 2023

We think this role requires 18 to 20 hours per week, but we're open to discussions 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 1,900 professionals such as midwives and social workers.

We're a village of support and solidarity for families with children under five in London. We offer preloved kids' clothes, baby essentials and links to key services to families in challenging circumstances such as homelessness, unemployment, low wages or domestic abuse. And we campaign alongside parents to change the system that creates those challenges.

About this role

Reports to: Network Partnerships Manager

Direct reports: Crèche Worker

Purpose of role: The Community Engagement Coordinator will be the brand ambassador for Little Village locally, building a strong internal community, and beneficial external links. This role is vital to building our links with members of the community who will volunteer, donate, and who need support; and is key to bringing activities from the heart of Little Village into the heart of our local communities.

Main responsibilities

Local Community Engagement

Be a beacon for Little Village within the local community.

Within the social and voluntary sector:

- Understand the borough-wide local voluntary and community landscape and be a leader within this group.
- Working with the Network Partnerships Manager, identify local partnerships that can deliver our strategy and support local activities.
- Drive awareness of Little Village as a resource for the local community, increasing referral rates locally.



With local donors:

- Work in partnership with Baby Bank Managers (Hounslow) to understand local stock needs.
- In line with baby bank needs and co-ordinating with the Baby Bank Managers and the Network Stock Coordinator, seek opportunities to grow donation networks locally.

With local influencers:

- Be a local influencer and thought leader on the issue of child poverty.
- Work with the Head of Advocacy to deliver our 'force for change' work locally, engaging the local community meaningfully in our mission to drive local anti-poverty action.
- Drive Little Village's message of re-use and circular living.

Within the wider local community:

- Drive a programme of events and engagement to ensure Little Village has a strong presence in the neighbourhoods within which we are based.
- Understand the nature of the local community, and position Little Village accordingly to create meaningful links.
- Drive commercially advantageous partnerships with local businesses.
- Working with the volunteer team to, identify communities of potential volunteers and create pathways to recruit local volunteers.

Volunteer Programme Delivery

To deliver a volunteer programme that enables individuals and the organisation to thrive. Working in partnership with the volunteer programme coordinator and volunteer administrators:

- Drive local community awareness of volunteering opportunities within Little Village, ensuring a good pipeline of prospective volunteers.
- Develop engagement within those communities less well represented in our volunteer base and work to remove barriers to volunteering
- Ensure a constant pipeline of new volunteers.
- Build a thriving community of volunteers on site who feel appreciated, valued and part of a team.
- Build a strong programme of local volunteer engagement which complements the network-wide volunteer communications.

Family Engagement

Support families in joining our team as volunteers, helping them gain all the benefits of volunteering.

- Lead communications with families to offer volunteering as an opportunity
- Train volunteers in talking to families about volunteering
- Create local support programme to mentor and coach family volunteers

Communications

- Create a hub communications plan in collaboration with the network communications team.
- Lead on the delivery of that plan using appropriate channels, in collaboration with the network communications team.
- Use local hub communications channels (social media, community networks, local media) to drive our messaging for local requirements, in line with network-wide advocacy programmes, and in line with network-wide communications and fundraising activity.

Creche leadership

To support the delivery of a creche to enable volunteering.

- Line manage creche workers and volunteers
- Coordination of creche rota



- Promotion of creche as a volunteer offering
- Lead on safeguarding, health and safety and risk assessments relating to creche delivery

Team Working

- This role requires team working, acting as an interface between our network-wide leads and our local communities. It will require great communication skills to ensure that local initiatives are aligned with, lead from, and deliver to network-wide priorities and operational implications.
- Work in partnership with the Baby Bank Manager to ensure that activities running within the hub complement and co-ordinate.
- Line manage Creche workers and any volunteers and session leaders running family engagement activities, in line with Little Village values, behaviours and HR practices.
- Work collaboratively with the other community engagement coordinators across the network.

About your skills and experience

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

Connected to the community

- You are already well connected to the Hounslow community
- You are likely to be involved in many activities and groups within the area, and are well known yourself within the community
- You are confident about using these links to build Little Village's presence and impact

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

- Excellent knowledge of the Hounslow area
- Experience in Community Engagement.
- Microsoft Office 365 skills (Outlook, Excel, Word).
- Excellent communication skills – both written and oral.
- Line management experience and/or experience of working with volunteers or volunteering.
- Experience of managing budgets.

Desirable but not essential

- Full, clean driving licence.
- Events or project management experience.
- 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 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 18-20 hours per week, but we're open to discussions about flexibility. This is a 43 weeks per year contract (39 weeks in term time plus 4 weeks in school holidays).

Location

This role will be based at the Little Village Hounslow site, which is located in the Treaty Shopping Centre, Central Hounslow.

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 18 to 20 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 8 September 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 8 September 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 8 September 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: 13 September 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: 19 September 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.

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