



## JOB DESCRIPTION

### Volunteer Recruitment Coordinator

28 - 35 hours per week.  
£28,500 FTE per annum (gross), permanent  
52 weeks per year

*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.  
Role to start ASAP

#### **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 11,000 children since we launched in 2016. Families are referred to us via a network of over 1,800 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**

Volunteers are at the heart of the delivery of our programmes and critical to our success. Volunteering provides its own wide and varied benefits to those taking part. The Volunteer Recruitment Coordinator will be responsible for all administration relating to the recruitment and process of our inbound flow of new volunteers.

**Reports to:** Volunteer Recruitment and Partnerships Manager

**Number of direct reports:** None

**Purpose of role:** To ensure efficient processing of inbound volunteer applicants, placing them in appropriate roles and allocating suitable training pathways.

#### **Key Tasks and Accountabilities**

##### **Recruitment**

- Respond (and provide relevant information) to all incoming volunteer applications for all sites and all remote roles.
- Agree date for a taster session or introduction into remote role
- Share pre-volunteering information
- Log all new volunteers and inform sites of incoming new volunteers via Salesforce





- Follow up with volunteer post taster session
- Agree volunteer commitment, update Salesforce and issue volunteer portal link.
- For family liaison volunteers, set up training date/session and issue pre training information.
- For volunteer drivers, liaise with the Volunteer Programmes Coordinator to set up an induction.
- Respond to volunteers in regards to shift changes.
- Work in partnership with the Volunteer Programmes Coordinator, identify suitable training pathway for each volunteer relating to their role.
- Respond to all applications from external job boards, eg. Team London and Volunteer Centres.

### **Recruitment Partnerships**

Support the Volunteer Recruitment and Partnerships Manager in the administration of any partnerships which may fall outside our normal recruitment channels.

### **Reasonable adjustments**

- Manage all assessments of additional needs with new volunteers.
- Communicate additional needs and adjustments as necessary with the site teams.
- Flag any medical information raised during the volunteers application/onboarding to the site teams.
- Maintain all records relating to individual additional needs in a confidential manner (e.g. saving RA's to SF and ticking RA on Salesforce record).

### **Rota Administration**

- Liaise with the site teams to ensure that changes to volunteer patterns are reflected in the shift patterns recorded online e.g. regular non-attendees, or new volunteers not registered through the normal recruitment channels.
- Liaise with the site teams to identify low-attendance sessions to prioritise for recruitment.
- Communicate cancelled sessions and new sessions to the volunteer pool (and with the Volunteer Recruitment Manager ensure tech processes are set up accordingly on Salesforce to facilitate this).

### **Role communications**

- Ensure there is an up to date role description for all volunteer roles available across the organisation (review and develop alongside the Recruitment Manager where necessary).
- Support the Volunteer Recruitment Manager to ensure that all owned channels (website / social media) have correct information about available roles.
- Ensure all external channels and partners have correct information about available roles.
- Ensure that the online application form and any other application channels used reflect current vacancies and priorities.

### **In-box Management**

Respond to all messages in the volunteer@ email inbox (either direct response or pass on to relevant people).

### **Team Administration**

Support the wider volunteer team with any administrative duties relating to our volunteer activities.

## **About your skills and experience**

### **Essential**

- Administration experience
- Strong organisational skills
- Strong verbal and written communication skills
- Attention to detail and accuracy
- Excellent at juggling multiple competing tasks and still deliver on time
- Experience of MS Office
- A passion for tackling child poverty and the role we can play in that



- A strong commitment to our values of love, solidarity, thriving and sustainability

#### **Desirable**

- Experience of Salesforce or other database
- Experience working with volunteers, or volunteering

### **What we can offer**

#### **Salary and pension**

The salary for this role is £28,500 per annum FTE (this will be pro-rated to reflect your working hours if you work less than 35 hours per week and is subject to normal deductions). If eligible to join the pension, we will match your contributions by 3%.

#### **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 28-38 hours per week, but we're open to discussions about flexibility. This is a 52 weeks per year contract.

#### **Location**

This role will be home-based, with occasional travel to our sites across London to carry out job duties.

#### **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 7 November 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 7 November 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 7 November 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:** 10 November 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:** 16 November 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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