



JOB DESCRIPTION

Family Liaison Team Lead

£25,000 per annum (gross) Full Time Equivalent, permanent contract
28 hours per week, 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.

The role is mainly home-based. It will require a DBS check and occasional evening work from home, approximately one evening per month.

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 22,000 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 people 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

Reports to: Family Services Manager

Number of direct reports: None

Purpose of role: To support the Family Services Manager in maintaining and developing a high quality and efficient family liaison service.

Key Tasks and Accountabilities

- To work alongside the Family Services Manager in training, managing and supporting remote family liaison volunteers, to ensure they are motivated, effective and fulfilled in their role
- To coordinate the provision of initial signposting and information for families, to ensure they are offered prompt and high quality support
- To offer initial signposting support to families over the phone, including referring to Little Village's Signposting and Guidance Team where appropriate
- To maintain and develop information and resources for families needing further support, together with colleagues
- To support the Family Liaison Team in liaising with families to process their referral to Little Village's baby bank



About your skills and experience

Essential

- Ability to communicate sensitively and clearly over the phone, including with vulnerable families or families with limited English
- Experience in managing and/or supporting volunteers to ensure they are motivated, effective and fulfilled in their role
- Knowledge of the issues faced by families in poverty and of relevant support and resources
- Organised and able to multitask
- Confident in using IT and databases
- 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 training or delivering workshops

What we can offer

Salary and pension

The salary for this role is £25,000 gross per annum (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). We usually give the team time off between Christmas and New Year that doesn't come out of your allowance.

Hours of work

We think this role requires 28 hours per week, but we're open to discussions about flexibility. This is a 52 weeks per year contract. This post will require occasional evening work from home, approximately one evening per month.

Location

This is a home-based role. You may be required to travel to our sites across London on occasions for training. There may be the option to work onsite occasionally depending on your location.

Contract

This is a permanent contract, starting in January 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 28 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 5 December 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.

- 1) What skills and experience would you highlight in the following three areas that are relevant to this role and our work at Little Village? You can use up to 500 words for each area.
 - a. Ability to communicate sensitively and clearly over the phone, including with vulnerable families or families with limited English
 - b. Experience in managing and/or supporting volunteers to ensure they are motivated, effective and fulfilled in their role
 - c. Knowledge of the issues faced by families in poverty and of relevant support and resources
- 2) How have you successfully juggled multiple priorities and what strategies, systems and processes have helped you to do so?
- 3) 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 5 December 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 5 December 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 December 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: 14 December 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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