



## JOB DESCRIPTION

### Session Lead – Warehouse Assistant

£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 discussion 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 supports our other London hubs, stores seasonal stock and big kit (beds, buggies and highchairs). We 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 Warehouse Assistant, you will be responsible for working with the Team Leader and the hub team to keep the warehouse operations running efficiently. A key part of your role will be loading and unloading multiple deliveries on a daily basis. You will also work alongside the Big Kit Session Lead to manage all incoming big kit (beds, buggies and highchairs). You will also ensure volunteer tasks involving big kit are completed effectively and meet our quality standards and the hub is set up for the following day's activities.





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## **Key Tasks and Accountabilities**

### **Task Management:**

- Receive and manage incoming and outgoing deliveries, working with other team members to unload and store in a safe and timely manner.
- Operate a pallet trolley where needed.
- Undertake a weekly stock take and upload data to the central stock register. Liaise with hub and network colleagues on low stock where needed and raise procurement requests.
- Manage our recycling and waste disposal, ensuring waste is stored and disposed of in a timely manner.
- Ensure that any good quality stock that is excess to requirements is segmented and stored appropriately. Quality check donations to other charities, to ensure it is fit for purpose.
- Keep the warehouse stock tidy and stored in a safe and appropriate manner.
- Manage incoming big kit (beds and buggies) including cleaning, quality checking, organising and storing and ensuring donors are thanked and supported.
- Work with the Big Kit Session Lead to manage the big kit space, ensuring items are stored safely and the space is tidy.
- Download and print manuals, hand-writing instructions where no instruction manuals are available online.
- Problem solve and carry out repairs/ improvements to big kit.
- Allocate appropriate kit to families based on needs, request etc. Liaise with hub teams to prioritise families when low on stock.
- Work closely with the Hub Manager, Team Leader and other Session Leads to ensure the smooth running of weekly activities. Ensure any priorities for that session are completed and any outstanding tasks are communicated to the Hub Manager/Team Leader.

### **Communication:**

- Communicate with Hub Manager and other hub team on available stock, low or excess stock and preparing stock for transfer across the network.
- Communicate with families where clarification of big kit requirements is needed (including calling them for clarification if necessary).

### **Volunteer Management:**

- Welcome volunteers (including corporate volunteers) to each session, ensuring the session has a safe, fun, professional and productive feel.
- Train new volunteers and allocate a buddy or mentor during sessions if required.
- Help volunteer drivers load big kit and to understand the despatch schedule.
- Be aware of your safeguarding responsibilities and escalation procedures.
- Be the point of contact for questions and queries on big kit during the session.
- Ensure Volunteer Sessions are run effectively and that volunteers have clear instructions and are encouraged to take breaks.

### **Operational Support:**

- Take on specific scheduled responsibilities to support the Hub Manager, Team Leader and wider hub 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:

### **Essential**

- 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.
- Strong interpersonal skills.
- Practical – love of DIY would be useful and/or construction or mechanical experience. This is a hands-on role which will involve constructing cots, beds, buggies, etc.
- Ability to meet the physical demands of the job including manual handling, lifting whilst loading and unloading deliveries, operate pallet trolley. This role will also involve long periods of standing.
- Good understanding of Little Village, its values and ethos.

### **Desirable**

- Warehouse or light industry experience.
- Full clean driving licence.
- Experience (direct or indirect) of living in poverty.
- Flexibility to work occasional weekends (to receive incoming donations). This would be managed with TOIL and not overtime.

## **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 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.

- 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 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 6 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.

### **Interview:** 9 December 2022

You will be invited to an interview, which will include a task and a competency-based interview 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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