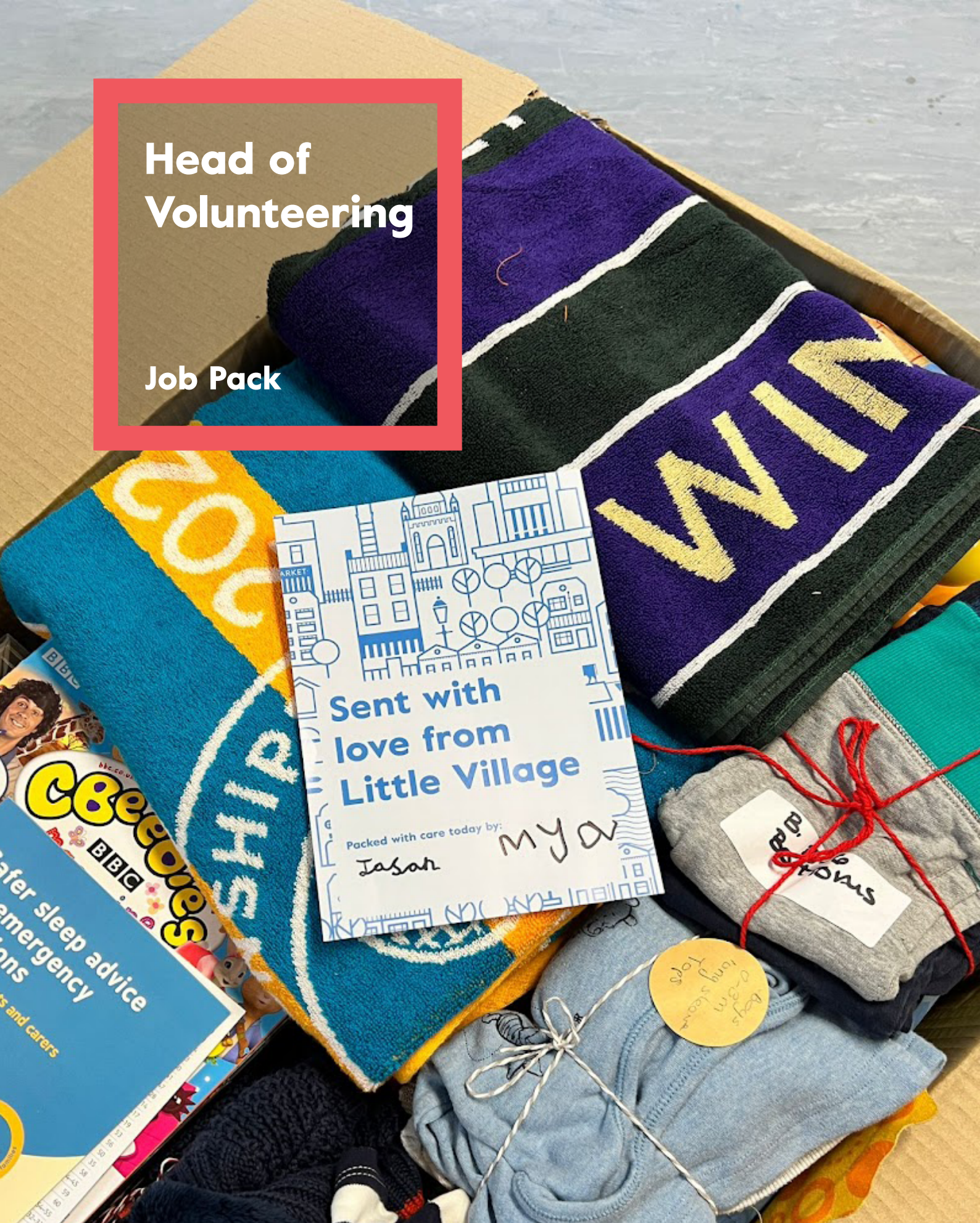


# Head of Volunteering

Job Pack







# Our story so far

**Little Village equips families with pre-loved children's clothes and baby essentials as well as linking them with key services. We also work alongside parents to fix the systems that create a poverty trap.**

## Our story so far

**We operate out of five main hubs in London (Wandsworth, Camden, Brent, Hackney and Hounslow) and we're powered by an incredible group of over 900 committed volunteers.**

We've grown to be one of the largest 'baby banks' in the UK, supporting over 24,000 children since we launched in 2016 – including over 6,000 children in 2022 alone.

The families who come to Little Village are referred to us by a network of nearly 2,000 professionals from more than 500 organisations, such as midwives, health visitors, social workers, and children's centres.

Families can receive items from us either by having them delivered to their homes, or by coming into one of our centres. When clothing and kit are being delivered, our family liaison team will first speak to families over the phone to understand their needs – from what kind of toys their kids like to play with, to what type of buggy might work best for them. Volunteers in our hubs use this information to carefully pack delivery boxes with clean and pressed clothes and personally selected items.

When families come into one of our spaces, they are welcomed with love and kindness and treated with dignity. Volunteers help them choose the items they need from our extensive stock of high-quality donated clothes, toys, buggies, beds and more. Families can receive new items every three months, as their needs evolve, and are encouraged to donate back to Little Village any items that they have finished using.

Although we call ourselves a 'baby bank', we provide so much more than just high-quality kit to families – at the core of what we do is a desire to build connections across communities and to create opportunities for people to thrive.

We have always argued that our work should not only serve to support families who are struggling, but should also act as a force for change when it comes to the existence of child poverty. We are committed to playing our part in ending child poverty and we believe that every child deserves the best possible start in life.

### **Why volunteers are at the heart of Little Village**

We couldn't function without volunteers. They are our lifeblood, and the creation of the Head of Volunteering role is a sign of how important they are to our community.

Volunteers undertake a wide range of roles and come from all backgrounds and across all ages (from four upwards), and truly represent the importance of the 'village' we were founded on.

We're looking for someone who recognises and is energised by the potential of developing our volunteering community, extending its reach and investing further in those committing their time and energy to making Little Village's work possible. We're hoping that we'll find someone with the experience, skills and enthusiasm to take our volunteering recruitment, retention and support to the next level, backed by a fantastic staff team.



What people say

“What you do is amazing.”  
– Referral partner

“Thank you for helping us give our children the start in life they deserve.”  
– Parent we’ve supported

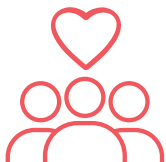
“Parents want to help other parents: this is how.”  
– Volunteer

“Here a big thank you to all your staff. I said something deep and from the bottom of my heart which was: this place is the most beautiful impression I have ever seen in UK. It is the most human of kind. It is not the fact you give-provide clothes and good it is the way you do it, with a huge genuine smile and welcoming.”  
– Parent we’ve supported

“The feeling and help these women give me, I didn’t feel that power and support for a long while.”  
– Parent we’ve supported



Our vision and mission



**Our vision**  
Our vision is of thriving communities where families share their pre-loved kit and every child under five has the start in life they deserve.



- Our mission**
- 1) To ensure families on low incomes with children under five have the support and essentials they need.
  - 2) To work together with parents to fix the systems that trap families in poverty.
  - 3) To inspire families to both choose and share preloved children’s clothes and kit.

Our values



**Solidarity**  
We bring people together across economic and social divides, united in a shared belief that every parent deserves to give their kids the best possible start in life.



**Sustainability**  
We achieve our mission whilst treading lightly on the planet, joining forces with other parts of the circular economy to reduce waste and promote re-use.



**Love**  
We see love as an action – an act of donating precious baby kit, of volunteering valuable time and of offering solidarity during tough times.



**Thriving**  
This means having a sense of agency, belonging, and hope. And these are the qualities we focus on in how we work as well as what we do.

## Our story so far

### Our strategic objectives



#### Helping more children

We want to help more children living in poverty by opening more centres (either major hubs or smaller satellites) so that we can serve families right across London.



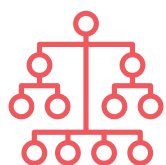
#### Being a force for change

We believe that every child deserves the best possible start in life. Our focus is on changing unhelpful and damaging attitudes and beliefs towards child poverty as well as campaigning for policy change.



#### Offering families broader support

We want to ensure that Little Village offers families more than just 'kit' by also providing emotional support and, if necessary, referrals to other organisations.



#### Building a resilient organisation

It is critical that our strategic objectives are supported by a strong and resilient organisation, with sustainable funding, a forward-thinking approach to people management and development, and robust financial and operational systems.



#### Building our volunteer programme

Volunteers are at the heart of Little Village and our volunteer programme offers people from all backgrounds the opportunity to grow and thrive. We have an explicit focus on developing skills and helping people back into the labour market when this is what they want.

You can find our Annual Reports and Accounts on the Charity Commission website [here](#).







# Head of Volunteering

We are looking for a Head of Volunteering who is energised by the challenge of growing a village of people to support the sadly growing number of parents who are trapped by poverty whilst trying to bring up their babies and young children.

## Head of Volunteering

### Background to the role

This newly created role will place volunteering at the heart of the management team, reflecting the importance of volunteers at Little Village.

You'll ideally have volunteer leadership and management experience, and bring ideas, experience, networks and connections to Little Village to help us broaden and deepen the support and engagement we offer volunteers in all the roles they play.

You'll be passionate about tackling child poverty and motivated by our values of love, solidarity, thriving and sustainability.

### Purpose of role

Volunteers are the lifeblood of Little Village, powering the delivery of all of our services.

The 935 people who made up our community in 2022 embody the values the organisation is built upon and bring solidarity and kindness to our work.

Our volunteer programme is a service in itself, delivering varied and multiple benefits to those who participate.

Leading a team of four (two managers and two coordinators), the Head of Volunteering will be responsible for delivering a best-in-class volunteer programme that offers opportunities to engage to diverse communities and

delivers the scale and quality of volunteers needed to deliver Little Village's core services across London.

You will also take on an organisational leadership role, as a member of the Little Village Management Team, contributing your expertise and insight to our overall work and ongoing evolution as an organisation.

### Head of Volunteering

**Responsible to:**  
The CEO.

### Responsible for:

- Volunteer Recruitment & Partnerships Manager
- Volunteer Communications & Culture Manager
- Volunteer Programmes Coordinator
- Volunteer Recruitment Coordinator

You will sit within an overall team of 52 paid staff, equivalent to 35 FTE, spread remotely and across our sites, and a volunteer team of over 600 incredible individuals.



## Key Tasks and Accountabilities

### 1. Development and delivery of the volunteer strategy across the organisation

- Work with the Management and Volunteer teams to develop an organisational strategy focused on the recruitment, induction, training, inclusion and recognition of volunteers throughout Little Village.
- Deliver, evaluate and evolve the strategy based on feedback and input from all stakeholders, particularly volunteers and families.

### 2. Build a volunteer focussed culture

- Develop an organisational wide focus on great volunteer experience:
  - Lead the volunteer staff team;
  - Support staff who manage volunteer teams across the organisation.
- Nurture the positive, collaborative and thriving volunteer community across Little Village.
- Lead on our capture and analysis of impact data relating to volunteer programmes, feeding into future

strategic development and delivery planning.

### 3. Programme development

- Develop specific programmes to diversify our volunteering offer targeted at specific groups including:
  - Families supported by Little Village;
  - Corporate;
  - Family volunteering (with children age 5 – 14);
  - Young volunteers (age 14 – 17);
  - Partner communities.

### 4. Communications, culture and inclusion

- Working with the Volunteer Communications and Culture Manager, develop an ongoing programme of communications and training which will empower volunteers to do the role they have chosen, and connect with Little Village's values.

### 5. Recruitment

- Working with the Volunteer Recruitment and Partnerships Manager, diversify our volunteer pool through the use of partnership working.

- Ensure that Little Village offers a best in class programme for ongoing recruitment of volunteers including responsive communications and a supportive onboarding process.

### 6. Training

- Working with the Volunteer Communications and Culture Manager, develop a programme of training rooted in Little Village's values and ethos which helps volunteers to:
  - understand and empathise more deeply with the circumstances faced by families we support;
  - develop the skills required by Little Village; and
  - offer opportunities for growth within the volunteer pool.

### 7. Evaluation

- Work with the Deputy Head of Operations: Community on evaluating the volunteer programme as part of our organisational evaluation; seek feedback from volunteers through surveys and focus groups, as well as using other available data.

### 8. Team management

- Line manage the volunteer managers including personal and team-based goal setting, coaching and development.
- Work collaboratively and proactively with other volunteer-facing stakeholders across the organisation to build a volunteer-focussed organisation.

### 9. Other

- Develop and maintain volunteer networks to take advantage of sector best practice.
- Stay abreast of volunteer best practice and regulations.
- Lead development and updating of volunteer policies and any volunteer aspects within other organisational policies.

### 10. Contribute to the leadership of Little Village

- As a member of the Management Team, contribute your experience and insight to the development of our strategy, operations and impact.
- Play an active part in decision making within the management team and in organisational leadership, including a visible presence at our sites, in team meetings and events.

About your skills and experience

At Little Village, we know that the way we do things matters as much as what we do. Time and again, feedback from families speaks about how people felt as a result of visiting Little Village, as well as the items they received.

So when it comes to you, we are looking for how you are, as well as what you do. Your behaviours and beliefs matter as much as your previous career experience and what you’ve done in your life.

Who you are

- You believe that child poverty can and must be eradicated.
- You see justice, not charity, as the end game.
- You have a passion for our cause, our vision and our values.
- You are a natural relationship-builder who builds rapport and trust quickly.
- You combine pace and ambition with a commitment to self-care and reflection.
- You are a natural collaborator who loves to help others shine.
- You are resilient, positive, proactive and have a growth mindset.

Skills and experience

We’re looking for an ambitious, innovative, strategic leader with a collaborative approach which will help you navigate change and build effective relationships. You will have operated at a senior level, with experience of managing volunteer networks and programmes and have a good understanding of volunteering best practice, policy and innovation. You will need to love working with others, including volunteers, to achieve our goals.

Little Village is growing fast to meet significant need across London. You need to be comfortable with change and enjoy being part of a team that’s continually problem solving and ambitious to grow a diverse community.

Proven track record working in volunteering or volunteer-led organisations

- Strong understanding of what motivates volunteers to support an organisation.
- Experience leading teams to deliver ambitious targets and the ability to provide clear direction and challenges to the team.

A skilled communicator who can build highly effective relationships

- A strong communicator with the ability to inspire others through collaborative communication.

What we can offer

Salary and pension

The salary for this role is £45,000 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). 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 28-35 hours per week, but we’re open to discussions about flexibility. This is a 52 week per year contract.

Location

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

Contract

This is a permanent contract, starting as soon as possible. You will have a probation period of 3 months.

- Clear evidence of excellent interpersonal skills, including relationship development with a wide range of people.
- A demonstrable ability to bring people of all backgrounds together around a common cause.

Demonstrable experience of working collaboratively internally and externally

- Experience of managing and developing the leadership of others.
- Experience of working as part of a management team to provide organisational leadership.
- Experience of bringing together and co-ordinating organisations and individuals from all backgrounds around a shared goal.

A knowledge and passion for our work

- 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.

Racial justice, inclusion and diversity

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. Almost 10% of our team are parents we've supported. We have staff from all over the world, and 13.5% of the staff are from ethnic minority backgrounds. We are currently working with the Social Justice Collective on developing an organisation-wide EDI vision and action plan.

We know we operate in a charity sector that struggles with racism, particularly in the way it recruits for senior roles like this one. We are fully committed to running a recruitment process that underlines our commitment to racial justice and wider inclusion and diversity. That means:

- A really broad search, reaching out through as many different channels as we can
- Blind sifting
- No pointless degree requirements
- A selection process based on values, skills and competencies

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](#).

The application process

To apply, we would like you to complete [this online application form](#) by 12 January 2023 at 9am.

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 experience and skills would you bring to Little Village when it comes to evolving our volunteer programme?
- What experience, skills and perspectives would you bring to the leadership of Little Village as a member of our Management team?
- How would colleagues and friends describe you? What are your superpowers and where are you still growing?
- What motivates you about working in the field of child poverty?

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 **12 January 2023 at 9am**. Please note, applications not using the online application form and following the guidelines set out here will not be considered.

Key dates

**Pre-application informal chats with our CEO:** w/c 2 January 2023 and w/c 9 January 2023 (please contact Vikki Hall - [victoria@littlevillagehq.org](mailto:victoria@littlevillagehq.org) to organise)

**Submission of application:** 12 January 2023 at 9am

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:** w/c 16 January 2023

This stage will include a competency-based interview with two members of the Little Village team. We will confirm who you'll be meeting when this interview is arranged.

**Second round:** w/c 23 January 2023

This stage will include a presentation for a panel interview. You will also have an opportunity to meet members of the fundraising team during this stage of the process.





**Design and typesetting**  
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