



## JOB DESCRIPTION

### Network Stock Assistant

£25,000 FTE (gross) per annum, permanent contract  
52 weeks per year

We think this role requires 24 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

**Reports to:** Network Stock Coordinator

**Number of direct reports:** None

**Purpose of role:** This role will support both the stock and logistics functions of our operation, ensuring we have a steady stock flow throughout the year, and transport arrangements are made timely, efficiently and accurately. This role provides essential support to these functions as they prepare for the next stage of growth, to allow Little Village to support an increasing number of families. There will be the opportunity to input into new processes, fostering and building important relationships with our wider community, in a fast-paced and ever-evolving environment.

### Key Tasks and Accountabilities

#### **Stock Responsibilities:**

- External Stock Flow – Coordinating the flow of stock in and out of our network, updating reports with details and dates, liaising with donors and supporters, arranging transport as needed, and fostering good relationships with all stakeholders.



- Internal Stock Flow – Supporting hubs with internal stock movements to manage stock volumes, seasonal stock deliveries, weekly stock orders from the warehouse and ad-hoc needs. Ensuring hubs are supported with any issues that occur, feeding back issues to continually improve internal processes.
- Network Purchasing – Placing orders for all purchased stock items, consumables, and supplies, ensuring invoices are paid on time and deliveries are tracked and managed. Liaising with colleagues on stock and consumables levels. Continually reviewing prices and suppliers to ensure we are getting the best deal, sourcing new products, and negotiating prices where necessary.
- Community Support – Being the main point of contact for all donations drives, agreeing dates and details, ensuring they have all the support, information and materials they need, and logistics have been arranged where needed.
- Waste & Recycling – Managing relationships with our waste & recycling suppliers, booking collections, ensuring collections happen successfully, managing payments and following up on any issues that occur. Continually reviewing our waste & recycling procedures and suppliers. Monitoring levels of waste & recycling at hubs and actively arranging collections where needed.

#### **Transport Responsibilities:**

- Delivery Support – Assisting with checking addresses, updating addresses, and creating courier labels for DPD. Following up on failed deliveries when they occur, understanding the issue and ensuring a successful re-delivery where possible.
- Family Support – Responding to questions and queries from families about their deliveries. Calling families where information is missing and to check the best method for delivery. Updating Salesforce when families have moved address or changed phone numbers.

#### **About your skills and experience**

We are looking for a highly motivated person to join our team. You should have:

##### **A fantastic track record**

- Strong administration and organisational skills
- Strong attention to detail and accuracy
- Comfortable with numbers and data manipulation
- Excellent IT skills including strong experience of MS Office, particularly Excel skill

##### **A great communicator**

- Strong verbal and written communication skills

##### **Able to manage multiple priorities**

- Excellent at juggling multiple competing tasks and still deliver on time
- A strong eye for detail

**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

**Desirable but not essential**

- Experience (direct or indirect) of living in poverty
- Experience of using Salesforce or other database systems

**What we can offer****Salary and pension**

The salary for this role is £25,000 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 24 hours per week across 4 or 5 days – Monday to Friday, but we're open to discussions about flexibility. This is a 52 weeks per year contract.

**Location**

This role is home based but you will be expected to visit our sites and work with the teams across London on a regular basis. This includes a monthly face-to-face team meeting.

**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 24 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 2 February 2023. 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 2 February 2023. 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 2 February 2023

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:** 6 February 2023

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:** 10 February 2023

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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