

Head of People

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 1200 committed volunteers.

We've grown to be one of the largest 'baby banks' in the UK, supporting over 32,000 children since we launched in 2016 – including over 7,000 children in 2022 alone.

The families who come to Little Village are referred to us by a network of over 2,000 professionals 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.

Our people are at the heart of Little Village

Since 2016 we have grown to our team of 57 employees' should read 'Since 2016 we have grown to a team of 57 employees who work across our hubs and our network roles ensuring that our operations and programmes meet the needs of the families we support. Our mission and our values are really important and we pride ourselves in offering flexible working, enabling our team to combine meaningful work with time for family and other interests.

We're looking for a Head of People who is excited about developing and implementing initiatives which promote a positive and inclusive working environment as well as providing coaching, guidance and support to our 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.”

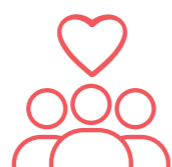
– Parent we’ve supported

“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



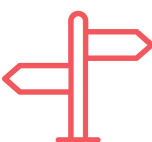
Helping more children

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.



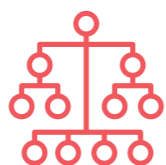
Being a force for change

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 People

We are looking for a Head of People who will drive our People strategy to support our growing team to be the best we can be whilst staying true to our values and mission.

You will also play an active role across the organisation as a key member of the management team, working closely with team Heads and Sophie our CEO. But it's not all about the strategic, we need someone as happy getting stuck in and hands-on, as well as big-picture thinking. This is a unique opportunity to join a small organisation working on an ambitious agenda and make a real impact for our families.

Head of People

Purpose of role

As Head of People, you will be responsible for overseeing all aspects of the people strategy, including recruitment and retention, employee experience and engagement, reward, and performance management.

You will also be responsible for developing and implementing effective HR policies and procedures that ensure compliance with applicable laws and regulations.

Working closely with the CEO and the management team, you will have a sound understanding of the contribution of the People function to the success of an organisation and ensure that Little Village's values and mission are reflected in its people practices.

Key Tasks and Accountabilities

Employee experience and engagement

- Develop strategies to improve employee engagement and satisfaction ensuring Little Village is an open, inclusive and welcoming place to work where our team are supported to identify their individual strengths and development needs, while championing an open,

embracing culture of Diversity, Equity and Inclusion (DEI) throughout the organisation.

- Work with the Diversity Equity and Inclusion (DEI) steering group to develop practices which support our objective of being an inclusive employer, representative of our family's experiences.
- Ensure we have the tools and guidance in place for our pioneering approach to supporting flexible working and employee wellbeing.
- Starting with the experience of onboarding and induction, develop tools and guidance to support an inclusive welcome and smooth integration into Little Village.

Resourcing

- Lead recruitment and onboarding processes to ensure we attract and retain the best people in line with our values and work closely with the management team to define employee resource plans in line with the budget and operational plans.
- Ensure candidates have a positive recruitment experience including timely responses, follow up and feedback where requested.
- Working with hiring managers to ensure all new team members have effective induction and a well-managed probation period.

People Management and Development

- Support good conversations on performance and development, focusing on clear expectations, support to grow and develop with regular feedback in line with our values and culture.
- Work closely with line managers to ensure they set clear objectives for their teams, in line with organisational strategy and plans, supporting high quality performance throughout the organisation.
- Support, coach and advise managers to enable them to grow, champion our culture, live our values and facilitate high performance.
- Delivery of training and development interventions and facilitation of development workshops and events.

Employee lifecycle

- Work closely with the Little Village team and line managers to ensure high quality People services, advice and guidance.
- Responsible for all People data and ensuring that documentation is current and compliant with relevant legislation, including GDPR.
- Provide support and guidance on complex performance, disputes, grievances, and disciplinary matters.
- Lead reward process including devising strategy supported by sector benchmarking.

- Monitor and analyse data and provide quality reporting and insights for the Management Team and the Board of Trustees to make informed decisions, e.g., sickness absence; retention; salary benchmarking, exit interviews etc.
- Work with the Finance team to oversee all changes affecting payroll and ensure payroll is on time and accurate.

Projects, Policies and Procedures

- Lead strategic People projects and initiatives including defining requirements and successful project management.
- Analysing and interpret People data to identify learning and drive improvement.
- Ensure all employment policies and procedures are updated, legally compliant and communicated effectively.
- Ensure that our people policies reflect our aim to be a good employer and align with and enhance our values.

Other

- Promote the mission, vision and values of Little Village uphold and promote Little Village's commitment to Diversity, Equity and Inclusion and the value of lived experience.
- Support the wider People team when workloads are busy, contributing and providing support to team projects.
- Other duties as required.

About your skills and experience

- Excellent relationship builder, values people as individuals, sees their potential and strengths and looks for ways to break down barriers to success.
- Proven track record of leading a People function including leadership, team management, strategic development and managing complex issues.
- Significant generalist HR Advisory experience at a senior level ideally within not for profit and/or commercial organisations of a similar size and complexity.
- Strong knowledge of employment law, best practice and process.
- 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.
- Excellent organisational skills, attention to detail and accuracy.
- Flexible and able to adapt to change.
- Excellent at juggling multiple competing tasks and still deliver on time.
- Works independently as well as being a strong team player.
- Excellent IT skills and experience of MS Office.

We would also love it if you have;

- Experience in embedding progressive Diversity, Equity and Inclusion (DEI) initiatives and driving change to create inclusive and welcoming places to work.
- CIPD or equivalent professional qualification.

What we can offer

Salary and pension

The salary for this role is £50,000 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.

Head of People

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.

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 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;
- Anonymous sifting;
- No 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 **Thursday 8 June 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, skills and perspectives would you bring to the Head of People role and to the leadership of Little Village as a member of our Management team?
- How have you successfully juggled multiple priorities and what strategies, systems and processes have helped you to do so?

Head of People

- How would colleagues and friends describe you? What are your superpowers and where are you still growing?
- 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 **Thursday 8 June 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 Sophie, our CEO:
Weeks commencing Monday 22 May and Monday 5 June 2023. Please contact Victoria (victoria@littlevillagehq.org) to arrange.

Application deadline:
9am, Thursday 8 June

First interviews:
Thursday 15 June at our Camden site

Second interviews:
Wednesday 21 June at our Camden site

IT TAKES A VILLAGE



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