



JOB DESCRIPTION

Referrals Manager

£33,500 FTE per annum (gross), permanent
52 weeks per year

We think this role requires 21 hours per week, ideally worked across 4-5 days.

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 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: Deputy Head of Operations: Communities

Number of direct reports: 4

Purpose of role: The Referrals Manager will oversee the Little Village referrals process and team. The successful candidate will ensure the effective running of the referral process from start to finish, allowing us to support as many families as possible in line with our values.

Key Tasks and Accountabilities

Referral network development

- Map and analyse (geographically and by sector) the existing referral partner network on an ongoing basis.
- Develop a strategic approach to extending and shaping our referral partner network in line with our organisational objectives and operational needs and capabilities. Led by our ambition that no child in London is without. Taking into account:
 - new site openings
 - existing network capacity
 - pockets of need (geographic, ethnic, cultural, situational)
 - different referral models including bulk and outreach



- Oversee the service design journey in terms of technology, user experience and ongoing internal communication.
- Coordinate with and consider capacity and opportunity within other Little Village Teams to ensure the smooth and maximised delivery of the referrals service.

Partnership Development

- Have a strategic, proactive overview of referral partners, taking into account our ambitions to expand provision and reach significantly more children year on year
- Supported by the Partnerships Coordinator, grow partnerships to support provision to specific, marginalised cohorts such as those living in contingency accommodation
- Plan and coordinate referrals response to emergency situations. Attend monthly Emergency VSP meetings.
- Liaise with network colleagues to ensure the successful operational delivery of new partnerships in line with agreements
- Monitor partnership agreements including the implementation of operational requirements.
- Manage and evaluate ongoing relationships.

Referral network management

- Define, update, and communicate the referral policy.
- Work with the Communications team and senior management to review the existing Referral Partner touchpoints and to take ownership of external Referral Partner comms.
- Ensure referral partner data held is up to date and in line with GDPR/Data protection (with the Referrals Officers).
- Track overall referral partner numbers and take learnings from this tracking for implementation in the strategic approach.
- Manage the weekly output of the team to ensure that resource is allocated according to the incoming and outgoing referrals flow and to take account of team members on variable contracts.
- Weekly reporting to Head of Operations on referral numbers.

Team Management

- Line management of 3x Referrals Officers and Partnerships Coordinator
- Determine and set workload across the team to ensure the continuous delivery of existing and new programs.
- Support the development of skills within the team to ensure delivery of the referrals service.

About your skills and experience

Essential

- Good Outlook, Excel, and database skills essential.
- Great communication skills.
- Exceptional organisational skills.
- Ability to work cooperatively with different types of personalities.
- Ability to prioritise workloads and manage multiple tasks.
- Ability to think creatively and problem solve independently



Desirable

- Experience working within the public sector as or with midwives, health visitors, teachers or social workers.
- Knowledge of safeguarding issues.
- Knowledge of local agencies and community groups providing support to families and children.
- Good knowledge of Little Village, its values and ethos.
- Experience (direct or indirect) of living in poverty.
- Experience of Salesforce CRM

What we can offer

Salary and pension

The salary for this role is £33,500 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 21 hours per week, but we're open to discussions about flexibility. This is a 52 weeks per year contract. Ideally the hours would be split across 4 – 5 days.

Location

This role is home-based, with occasional travel to the Little Village sites in London.

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 21 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 28 June 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 28 June 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: Closes 9am on 28 June 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: 4 July 2023

This will be a competency-based interview with two or three 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: 11 July 2023

This will be a competency-based interview with two or three 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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