



## JOB DESCRIPTION

### Referrals Officer

£30,000 FTE per annum (gross), permanent  
52 weeks per year

We think this role requires 22-24 hours per week, but we're open to discussions 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:** Referrals Manager

**Number of direct reports:** None

**Purpose of role:** The Referrals Officer will ensure a seamless delivery of referrals administration to support family provision year-round, and the effective running of the referral process from start to finish, ensuring we support as many families as possible in line with our values.

### **Key Tasks and Accountabilities**

#### **To ensure the smooth running of Little Village's referrals process**

- First point of contact for new referral partners/incoming referrals.
- Provide a comprehensive induction to any new referral partners.
- Manage the referrals@ inbox including SMS traffic
- Triage referrals, according to eligibility/criteria/urgency and assign to the most appropriate site.
- Map weekly referrals and liaise with hub teams to ensure packing and/or appointment capacity is managed to match operational needs.
- Coordinate the timetabling of bulk packing based on site capacity.
- Ensure the smooth running of the bulk referral model through communication with site teams, transport colleagues and bulk referral partners



- Set up group events in our database, so that weekly despatches/drop-in sessions are recorded appropriately.
- Deal with family queries relating to stock and/or delivery or appointment date. Escalate to colleagues where appropriate e.g. family liaison team, safeguarding lead and/or signpost to other services.
- Maintain excellent relationships with existing referrals partners.
- Ensure all referrals are dealt with in a professional, proactive and friendly manner.
- Support the review of and communicate the referral policy.
- Communicate with with referral partners.
- Ensure referral partner data held is up to date and in line with Data protection / GDPR
- Identify opportunities to improve our processes and to work with the Referrals Manager and Deputy Head of Operations and other team members to refine current systems.
- Support and coordinate the in-person booking system to support family visits to the hubs
- To support discrete projects as directed the referrals manager

#### **To maintain our impact and performance data**

- Provide wider data on referrals when needed.
- Identify any trends in incoming referrals and communicating effectively to the wider team.
- Track overall referral partner numbers (growth, churn) and take learnings from this tracking for implementation in the strategic approach.

### **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 £30,000 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 22 - 24 hours per week, but we're open to discussions about flexibility. This is a 52 weeks per year contract.



### **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 22 - 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 14 September 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 14 September 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 14 September 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:** 25 September 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:** 2 October 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.

.....