

Little Village Trustee Recruitment Pack





Welcome

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

Welcome

Are you passionate about tackling child poverty and motivated by Little Village's values of Love, Solidarity, Thriving and Sustainability?

Do you believe in our model of bringing families together to help each other?

Would you enjoy working in an environment of a small, ambitious and young organisation?

If so, you could be the person we're looking for to help support Little Village on the next stage of our journey. We're ambitious to expand our work with families in London and to further build our work as a 'force for change' to tackle child poverty.

To help achieve that, we're looking for a Trustee to join our board in 2024.

As our organisation continues to grow at pace, we are looking for an individual with technology expertise.

We don't need you to have any previous experience of a board role. We are looking for people who really care about the work we do and are able to contribute to the work of the board. We are committed to supporting you to develop new skills in your role as our Trustee, for you to take beyond your time with us.

If joining the Little Village family sounds interesting, we are very much looking forward to hearing from you.



O. Gillan-Bower

Olivia Gillan-Bower
Chair of the Board of Trustees



M. Holmes

Marcia Holmes
Deputy Chair of the Board of Trustees

We run a baby bank network, collecting, sorting and passing on pre-loved clothes and equipment. Parents are also supported by our dedicated signposting and guidance team, who offer advice and links to other services. In addition, we work with families to share their stories and campaign to fix the systems that trap them in poverty.

We operate out of five main centres in London and are powered by an incredible group of committed volunteers. We've grown to be one of the largest 'baby banks' in the UK, supporting over 25,000 children since we launched in 2016 – including over 8,000

children in 2023 alone. More information about what we do is on our [website](#).

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're committed to alleviating child poverty and we strongly believe that every child deserves the best possible start in life. Our 'force for change' work, tackling child poverty, is a central part of what we do – we focus on changing unhelpful and damaging attitudes and beliefs as well as campaigning for policy change.

About Little Village

Little Village supports families with babies and children under five living in poverty across London.



Above: HRH The Princess of Wales visiting Little Village

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’s 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



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 strategic objectives



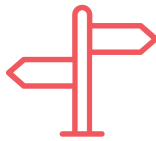
Helping more children

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.



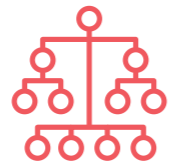
Being a force for change

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](#).



Chenice's story

"I came in to volunteer one day and I received a bundle for my daughter around the same time. We got a new mattress for her, clothes, other bits.

I've seen it from being on the receiving end and then being on the end that helps, it's amazing to have both angles because now I'm aware of what Little Village does.

Having been there myself, I can relate to the mums I meet. You can connect and lots of mums want to feel like they're not the only person in the world in this situation.

I had a really hard time after my first child was born and suffered with my mental health. It's nice to have a place like

this that helps parents to get the things they need.

Knowing that you've got the things you need for your baby, that can really help. It takes the weight off financially and it also reduces the emotional pressure.

If I'd known about Little Village when I was pregnant I would definitely have been in a better place.

I love volunteering, it gives me a break and it gives me that time to help other people. It give me excitement to give back to the community and to help other kids who don't have things. It's nice. I love all the volunteers and staff here."



Joining our Board

We need your life experience, knowledge and skills to ensure that we continue to be relevant and fulfil our purpose.

As a Trustee you will be part of the Little Village team that:

- Sets our direction and purpose
- Connects us to our communities
- Supports our staff who manage and run the charity
- Promotes and always acts in the best interest of our charity

What we're looking for

When recruiting new Trustees to our board, we look for people who are:

- Collaborative and flexible
- Able to represent and speak for Little Village
- Able to offer constructive challenge and think creatively
- Committed and responsible
- Passionate about our cause and our values

We always aim for our Trustee board to have a mix of skills and backgrounds and we currently have a specific skills gap related to technology.

Little Village relies on technology to run and has identified digital transformation as

a strategic priority. From accepting online referrals from midwives or health visitors, to booking in deliveries to families via courier, to organising a volunteer shift or accepting a valuable financial donation, we need seamless and high-quality interactions with all of our stakeholders.

We're looking for a trustee to support the Little Village Board's oversight of the tech improvements identified in our extensive recent tech review, which looked at our entire digital footprint, from designing and delivering new tools to enhancing how the charity works across its entire operating model and for all users. We now have an exciting digital blueprint we wish to execute.

These improvements are being rolled out in 2024, taking in the need to balance our organisational goals, user needs and budgetary constraints.

We need a trustee with experience of a range of digital products including CMS platforms, APIs and platform integrations as well as the design and delivery of end-to-end user journeys using technology. Ideally, they will be able to bring that experience to the strategic setting of our Board of trustees, translating it for a lay audience as well as engaging directly with our newly hired Product Manager and a range of stakeholders.

We want our board to reflect the communities we work in and to have a range of different voices within it. We know that diverse groups of people make better decisions. We also know that we will be

Joining our Board

Trustees, along with our families, volunteers and staff, are one of the four key groups of people who make up Little Village.

Joining our Board

stronger and more relevant as a board that reflects the diversity of our Little Village family.

That's why we are particularly keen to receive 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. We particularly welcome male applicants as they are under-represented on our Board.

Time commitment

Our board meets four times a year, typically in central London for about three hours, as well as holding an annual strategy away day in June/July.

Trustees often also sit on a sub-committee or sub-group such as Finance or Remuneration and Nominations, or they offer additional support and advice when needed – this could be by supporting on fundraising or recruitment or by advising on the tone and content of our communications to make sure they are accessible.

The workload for this particular trustee role is likely to be higher in the first year. During this time, the role will require monthly liaison with our Head of Operations and Product Manager to support them through the implementation of our new tech strategy, in particular a new CMS. It would also be helpful for the trustee to be able to

attend occasional meetings with external stakeholders and consultants.

It's really important to us that Trustees are fully engaged in the work that Little Village does and that they regularly interact with families, volunteers and staff members. Our Trustees all commit to doing four volunteering sessions a year at one of our sites. Our volunteering sessions take place in the day or during the evening, and attendees are welcome to bring their children. Many of our Trustees also act as a 'link' Trustee for one of the senior management team, either on a regular basis or for a specific project or initiative. For this role, we anticipate you acting as a link Trustee for our Head of Operations

Joining our Board

We are keen to work with Trustees to run our meetings in ways, at times and at places that are as accessible as possible. We're always happy to pay travel and childcare expenses to enable Trustees to attend. We are also willing to compensate Trustees for loss of earnings during the time they spend at Trustee board or sub-committee meetings.

Trustees are normally appointed for three years. This term is sometimes then extended for a further three years to a maximum term of six years.

Our other Trustees

Our other Trustees come from a range of backgrounds in the charity, public and private sectors. Some have previous

experience of being charity Trustees, some are newer to board membership. You can read about them [here](#).

Support for Trustees

We start by working with you to identify how to fulfil your potential as our Trustee. This could include:

- support for you to grow into your role, for example taking part in training on governance or accounting or meeting with you in advance to talk through papers
- development for us to become more inclusive e.g. in terms of how or when we run our meetings
- identifying the best ways in which to work together, for example using WhatsApp to flag when a decision has been requested via email, or holding certain meetings virtually

We provide all new Trustees with a comprehensive induction which introduces them to the work that Little Village does and enables them to meet staff and volunteers. We will also provide continuing support for Trustees. Every new Trustee is partnered with a 'Board Buddy', another Trustee who's happy to be on hand for advice and support.

We want all our Trustees to contribute to the work we do, but we hope in return that their engagement with Little Village is a development opportunity for them too.

Joining our Board

Our Chair conducts an annual review with each Trustee to ensure that they are supported in their role, able to make a full contribution at meetings and that they have been able to use their position as a Trustee to help with their own development. We are also committed to reviewing our board culture and inclusivity annually.

Want to find out more before putting in an application?

If you'd like an informal and private chat about being a Little Village Trustee, and what it might involve, we would encourage you to get in touch. To organise a chat with someone from the team, please contact Vikki at victoria@littlevillagehq.org

Applying to become a Little Village Trustee

If you'd like to apply to be a Little Village Trustee, please submit answers to the following questions. You can write your answers in [this online application form](#) or record them as a voice note or video. We would also encourage you to include a copy of your CV if possible. Please illustrate your responses with examples or evidence from your own life experiences – these could be from your working, volunteering, community or personal life.

- Why are you interested in joining Little Village specifically? (300 words or 3 minutes)
- How do you relate to our values – solidarity, love, sustainability and thriving? (300 words or 3 minutes)

Applying to become a Little Village Trustee

- What knowledge, skills and experience have you gained in your life that you would bring to our Board? (500 words or 5 minutes)
- How would you make a difference to Little Village? (200 words or 2 minutes)

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. The information won't be seen by any person involved in the selection process for the Trustee role but will enable us to monitor how we are doing against our diversity and inclusion commitments.

Please submit your application by 9am on Friday 16th February. If you have any issues submitting your application, please contact recruitment@littlevillagehq.org

Recruitment Timetable

We're aiming to keep to the timetable outlined below so that we can have new Trustees on board by spring 2024. Interviews will be conducted remotely via Zoom or MS Teams. If you need additional support with this then please do let us know what you need and where we can help to make this accessible.

Informal conversations:
Weeks of 22nd January, 29th January, 5th February and 12th February

Application deadline:
9am, Friday 16th February

First interviews:
Tuesday 27th February

Candidates will meet a panel comprising Kate Husselbee (Trustee), Helena Simpson (Trustee), Gerry Wright (Trustee) and Emily Compston (our Head of Operations).

Second interviews:
Monday 4th March

Candidates will meet a panel comprising Olivia Gillan-Bower (our Chair), Marcia Holmes (our Deputy Chair), Sophie Livingstone (our CEO) and an industry expert.

Board meeting:
Tuesday 12th March (4-7pm)

What Trustees do

Appendix — Trustee role description

Main duties of a Little Village Trustee

- Ensure that Little Village is carrying out its purpose for the public benefit. Understand its purpose, its objectives, be able to explain them, and ensure they are adhered to
- Ensure that Little Village is complying with its governing document, legal obligations and statutory and accounting reporting requirements
- Be able to demonstrate that Little Village is well run and effective
- Act in Little Village's best interests. Contribute to setting the strategy and ensuring targets and performance are measured
- Manage Little Village's resources responsibly (including its assets, finances, reputation and values)
- Act with reasonable care and skill. Apply your skills and experience to offer challenge and advice

Key commitments of a Little Village Trustee

- Prepare for, attend and actively participate in Board meetings
- Join and attend any relevant Board sub-committees
- Attend volunteering sessions
- Use networks to champion and promote Little Village
- Support staff members to improve operations by bringing specialist skills and knowledge
- Be aware of, and abstain from, any conflict of interest



Design and typesetting
Tom Hampson, reformat.london

www.littlevillagehq.org
hello@littlevillagehq.org
[@littlevillagehq](https://www.instagram.com/littlevillagehq)

