



**Baby things,
big impact.**

JOB DESCRIPTION

Network Stock and Logistics Manager

Salary: £35,000 - £37,000 FTE per annum (gross)

Contract Type: Permanent, 52 weeks per year

Location: Home-based, with weekly visits to warehouse and hubs within London

Hours: 35 hours per week, but open to discussions about flexibility*

Additional Requirements: This role will require a DBS check.

**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.*

About Little Village

Little Village makes a big difference to families with babies and young children living in poverty across London. Via our network of a baby banks we pass on loved goods from one family to another: clothes, toys and equipment so that many more babies and young children have the essential things they need to thrive.

Families either visit a Little Village hub, or items are packed with care and delivered to their home. But it doesn't stop there. We also connect families into a wider network of support, helping them to build and extend their own 'village'. Our values of love, solidarity, thriving and sustainability underpin everything we do.

Thanks to the generous donations of loved items, precious time and money, in 2023 Little Village was able to support more than 8500 children. But the demand for help still outstripped our capacity to respond week on week. This role will play a crucial part in helping us to further optimise our stock handling, and help us to reach many more children with the things they need.

About this role

The regifting of pre-loved equipment, clothes and toys onto other families is at the heart of Little Village and core to the big impact we make.

To allow us to do this, we need a steady flow of good quality donated items, which needs to be checked, sorted and organised before our hub teams can pass them on to families.

Our 'kit donors' are therefore really important to Little Village. They are families who really care about their children's items being passed on to another family that needs them, and we work hard to make it as easy as possible for them to do that; for example, in 2023 we ran over 170 community 'pop up' donation sessions across London. In 2024 we launched a new and improved collection service, collecting things directly from families, ready to go to their new home.





We also gift on new items including nappies, toiletries and mattresses, and are offered in kind donations from businesses and others such as end of line clothing.

The Network Stock & Logistics Manager is a critical role, enabling us to take a cross-network view and approach to our stock and logistics, to build partnerships with organisations offering in kind products and working closely with our fundraising, marcomms and volunteering teams to ensure we maximise all the potential arising from the resulting opportunities.

Reports to: Head of Operations with a dotted reporting line to the Deputy Head of Operations (Baby Banks) for specific projects and tasks.

Number of direct reports: 2

Purpose of role: To help Little Village optimise the collection and passing on of baby things, in order for us to make an even bigger impact.

We want it to be as easy as possible for families and local communities to donate items to Little Village and we've been working hard to create a pan London infrastructure to enable this to happen.

This role is an opportunity to develop our existing processes and innovate with new ones, in particular at our new warehouse, while also building solid community and corporate relationships, in a fast-paced and sometimes challenging environment.

You'll be passionate about tackling child poverty and motivated by our values of love, solidarity, thriving and sustainability.

Job Summary: The Network Stock & Logistics Manager will take a network-wide view of our stock and logistics. This will include both the inbound and outbound movement of stock, as well as our London-wide logistics infrastructure and contracts. They will work closely with the warehouse team on stock levels, policies and procedures, as well as with hub teams to have a complete picture of network stock levels and needs, in order to make efficiencies, improve stock flow and engage with the community.

The role involves managing day-to-day logistic operations, supplier relationships, continuous improvement initiatives, and strategic planning while demonstrating strong leadership and communication skills.

We will be refining a network-wide inventory and transport management system with a new tech system and the Network Stock & Logistics Manager will lead the roll-out. The role will include close working relationships with the warehouse and hub teams and Deputy Head of Baby Banks to ensure effective cross-team communication and processes that balance the needs of multiple stakeholders.

We will be moving into a brand new warehouse in Spring/Summer 2024 and this will be a major progression for us, as we adapt to working in an industrial space and we continue to test, learn and innovate.

Key Tasks and Accountabilities



Managing stock flow (internal)

- Work with the hub, warehouse and referral teams to **forecast stock levels and identify stock needs** ahead of time.
- **Manage the inventory management process** to ensure a network-wide view of stock levels.
- Take **responsibility for data collection and management**. Work closely with the warehouse team to develop and improve existing processes. Identify KPIs for impact purposes and produce monthly/adhoc reports as needed
- **Manage the flow of stock between hubs**, and identify efficiencies. Track stock movements to build a picture of storage needs and logistics.
- Work with the Transport coordinator to identify new opportunities, plan continuous improvement and **secure reliable and long-term transport solutions**.
- **Manage our stock 'wish lists'** to ensure the list correctly reflects our current needs and communicate effectively with the hub and comms teams
- Work with the Deputy Head of Operations (Baby Banks) and the warehouse and hub teams to develop a comprehensive best-practice guide for existing and new sites for stock management, including: clothing bundles, storage, stock flow, quality control, safety data sheets.
- Recycling and waste management. Be responsible for managing existing and new recycling and waste management contracts and partnerships.
- Communicate effectively with all stakeholders on a timely and regular basis, which could include attendance at the weekly stock meeting and occasional presentations to the wider network.
- Monitor and manage processes to meet agreed Key Performance Indicators (KPIs), focusing on cost, service, and speed.

Managing stock flow (external)

- **Keep the website stock 'wish lists' up to date** by communicating with the marcomms team.
- **Manage the collection service booking system and take the lead on promoting donation sessions** – working with the marcomms team on assets and local hub teams/those responsible for local Facebook groups.
- Work with Transport/Marcomms and Fundraising teams on large donation drives to ensure they fit operational needs.
- **Manage incoming large donations in-kind and distribute according to hub need**, working with Transport Coordinator on delivery/collection. Work with Fundraising team to maximise and support corporate partnerships and new opportunities.
- **Support the fundraising team to identify potential partnerships**, ensuring they align with network stock needs and feed into our wider partnerships strategy.
- Communicate with external donors, including individual and corporate when offered stock to ensure we maintain excellent stakeholder relations, whilst aligning with what we need and our storage capacity.
- Liaise with other Baby Banks and the warehouse on incoming/outgoing stock e.g. regular charity-partner donations, corporate donations etc.
- Identify opportunities for and **manage network-wide pop-ups and community/school donation drives** (working with local hub and fundraising teams). Be the main Little Village contact to onboard new community groups, ensure they are supported and have adequate training and resources. Be the



liaison between the community hub and our communications team to promote events. Attend events for training and/or to be the 'face' of Little Village.

- Alongside the fundraising team, manage our external wish/gift lists to ensure it aligns with the products we most need.
- **Plan and manage the logistics of specific donation drives** eg Summer/Winter campaigns. Working with Marcomms and Fundraising teams to ensure corporate and community donors have the resources they need (eg donation bins) and the transport team are coordinated.
- Work with the Deputy Head of Baby Banks to **identify suitable tasks for Corporate Volunteer teams, particularly at the warehouse.**
- **Oversight of our growing collection service**, including management of the external logistics contract.

Manage outflow/recycling/sustainable disposal

- **Manage any ordering/transfer of stock to third party organisations** e.g. food banks/community organisations. Keep impact data up to date. Identify future partnerships to dispose of excess stock in an ethical manner and in line with our values.
- **Manage recycling of ragged waste.** Be the lead contact with any external contractor and monitor outputs to build sustainability picture.
- **Upcycling/crafting.** Identify opportunities and build contacts to develop a programme of created items for Little Village eg. Knitted clothing, recycling sheets and towels, fabric wrap slings. Ensure any crafted items meet current H&S legislation.
- Work with the Deputy Head of Baby Banks (Communities) **to better understand the value we bring to sustainability** through our donation and recycling model.
- Research, develop and pilot opportunities, in liaison with the Fundraising team, for selling donated items that we are unable to gift, e.g. on Ebay.

Procurement/tender management

- **Research and collate information on new suppliers** when and where appropriate. Take the lead in tender and procurement, with support from others, when contract sums dictate, to include, but not restricted to, the following areas:
 1. Packaging / consumables
 2. Mattresses
 3. Hub fittings, e.g. storage solutions, racking etc
 4. Bottle teats
 5. Transport
 6. Recycling and waste.

Technology

- Be the primary contact for the stock and transport teams in our live technology development project.
- Work closely with the Tech Product Manager to capture team needs, test any development environments and agree acceptance criteria.
- Continue to evolve thinking on how tech can support our inventory and transport processes and communicate with Product Manager on department needs.

People Management

- Day to day Line Management of the Transport Coordinator and Network Stock Assistant ensuring they have the required support to carry out their roles effectively.



- Work with direct reports to set clear objectives and identify required training and development priorities to ensure they are able to carry out their roles to the best of their abilities.

Other

- **Develop our thinking and practical application in the areas of stock, warehousing and transport**, working with pro bono and paid consultants where appropriate.
- Budget holder for Stock and Transport. To include monthly reconciliation and annual budgeting/forecast.
- Line Manage the Transport Coordinator and oversee the daily transport solutions to ensure that they are fit for purpose, timely and cost-effective.

About your skills and experience

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

- Good command of spoken English.
- Experience of using Microsoft Office 365 (Outlook, Excel, Word) and data input / processing.
- Exceptional organisational and delegation skills, and interest in routine tasks.
- The ability to communicate with and empower volunteers to be effective in their roles.
- The ability to work cooperatively with different types of personalities.
- The ability to motivate a team and make their contribution feel valued
- The ability to prioritise workloads and manage multiple tasks.
- The ability to think creatively and problem solve independently.
- Good knowledge of Little Village, its values and ethos.
- Desirable but not essential: Experience (direct or indirect) of living in poverty.

Person Specification

Essential

- **Experience in one or more of the following areas:** logistics, retail, procurement, community engagement, event planning.
- **Self-starter:** able to work independently, whilst collaborating with existing team members; many of whom bring to the table a vast knowledge of our stock.
- **Confident, articulate personality:** likes engaging with stakeholders from all backgrounds, whether it is a school or religious group, large corporate partner or individual donor.
- **Practical and well-organised:** someone who is as happy reorganising a spreadsheet of stock items as arranging the back of a van, to ensure efficient packing.
- **Flexible:** there may be occasional evening or weekend community engagement events.
- **Team player:** the Little Village team work closely together and are sometimes called upon to cover colleagues in other roles.
- **Keen problem solver:** someone who sees opportunities in gnarly problems and uses them to Little Village's advantage.
- Excellent written and spoken English.
- Confident in Outlook, Word and Excel.
- Embodies our Little Village values of Solidarity, Love, Thriving and Sustainability



Desirable

- Previous database and/or CRM software experience.
- Inventory management software/app experience.
- Full, clean driving licence.
- Experience of working with a voluntary sector organisation.
- Project management experience
- Experience (direct or indirect) of living in poverty.

What we can offer

Salary and pension

The salary for this role is £35,000 - £37,000 pa (FTE) subject to experience. 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). We usually give the team time off between Christmas and New Year that doesn't come off your allowance.

Hours of work

We think this role requires 35 hours per week, but we're open to discussions about flexibility. This is a 52 weeks per year contract.

Location

This role will be primarily home-based, with weekly visits to our warehouse and hubs which are all located within 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 35 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 by emailing recruitment@littlevillagehq.org.

To apply, we would like you to [complete this online application form](#) by **9am on 7 May 2024**. 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 7 May 2024**. 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 7 May 2024

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: 14 May 2024



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: 20 May 2024

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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