



**Baby things,
big impact.**

JOB DESCRIPTION

BUSINESS SUPPORT ASSISTANT

Salary: £27,000 - £29,000 FTE per annum (gross)

Contract Type: Permanent (52 weeks per year)

Location: Home based with frequent travel to our sites across London

Hours: 28 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

Reports to: Finance Manager

Purpose of role: To provide an efficient and high-quality business support service across Little Village, ensuring the smooth running of our sites through overseeing the relevant facilities and contract maintenance and delivering wider support through health and safety and finance.

Key Tasks and Accountabilities

- **Contract Administration**
 - Maintain the Contracts Register including supplier privacy/GDPR policies
 - Maintain the Lease Register & inform Head of Operations of upcoming renewals
 - Oversee existing facilities contracts and coordinate renewals for all hubs eg. utilities, cleaning, etc.

- **Facilities Administration**
 - Maintain the Facilities Register, flagging when works due and planning accordingly
 - Coordinate site installations eg. Utilities, broadband
 - Source and book adhoc maintenance (eg pest control, emergency glazers, key cutting etc)
 - Ensure all onsite documents, certificates, posters and files are kept up to date
 - Help to coordinate contractor visits (eg fire risk assessments, lift maintenance, alarm servicing, etc), setting appointments, chasing external contractors for quotes, reports and invoices as needed.
 - Support Hub Manager as required, to liaise with Tech team on any ad-hoc issues with on-site devices (printers, modems, laptops, phones)
 - Check invoices and send for approval
 - Coordinate in-house inspection schedules, to ensure site is maintaining appropriate and timely checks
 - Oversee the facilities@littlevillagehq.org email account

- **Health & Safety**

- Maintain the risk assessment register, working with Deputy head of Baby Banks and site teams to ensure everything is up to date, in line with facilities/maintenance records.
- Coordinate the annual risk assessment review
- Work with Dep head of Baby Banks/People Team to ensure H&S onboarding is completed
- Coordinate annual PAT testing for all sites and homeworker equipment
- Order equipment for sites' facilitation of H&S checks, where needed and ensure it is maintained (eg PAT test equipment, temperature check equipment, etc.)
- **Finance and Business Administration**
 - Support Finance Team with Finance administration tasks as required e.g.
 - Invoice processing
 - Income processing
 - Work on gathering information for business continuity plan

About your skills and experience

Essential

- Strong attention to detail and able to carry out tasks with accuracy
- Experience of managing several priorities at once and still delivering on time
- Organised in approach and able to manage own time
- Able to work well under pressure
- Excellent communication skills – written & verbal
- Teamworker
- Self-motivated
- Microsoft office experience, particularly Excel
- A strong commitment to our values

Desirable

- Experience of working in either a finance / admin / supplier procurement or customer service role
- Experience (direct or indirect) of living in poverty.



What we can offer

Salary and pension

The salary for this role is £27,000 – £29,000 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 off your allowance.

Hours of work

We think this role requires 28 hours per week, but we're open to discussions about flexibility. This is a 52 weeks per year contract.

Location

This role will be based at your home address however you will be required to commute regularly to our hubs across London, to administer routine checks and to support operational needs and contractor visits, which could be on average up to 10 hours a week across the working week.

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 28 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 Monday 15th July 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 Monday 15th July 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 Monday 15th July 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: Monday 22nd July 2024

This will be an online 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: Tuesday 30th July 2024

This will be an in-person 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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