



**Baby things,  
big impact.**

## **JOB DESCRIPTION**

### **BABY BANK ASSISTANT**

**Salary:** £26,780 FTE per annum (gross)

**Contract Type:** Permanent (52 weeks per year)

**Location:** The role will primarily be based in our Tooting hub but some travel to other sites as needed

**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 and direct part in our hubs, welcoming families and volunteers.

## **About this role**

**Reports to:** Baby Bank Manager

**Purpose of role:** We are looking for a Baby Bank Assistant to join our team at the Little Village hub in Tooting. You will support the Baby Bank Manager with the running of a smooth and efficient operation, ensuring we have the right levels and right type of stock to meet the needs of local families and helping to create a warm and welcoming environment for families and volunteers. You will work to support the Baby Bank Manager with the running of the Little Village operations in Tooting.

## **Key Tasks and Accountabilities**

### **Volunteer Management**

- Create a positive, friendly environment for volunteers where they feel part of the team.
- Lead daily volunteering sessions, ensuring volunteers are fully inducted, informed and regularly reminded about health and safety protocols.
- Ensure volunteers have clearly defined tasks and that their time with us feels productive and well managed.
- Work with the Baby Bank Manager to identify priority jobs.

### **Stock Management**

- Ensure stock is stored safely and efficiently to ensure safe working.
- Compile stock requirements list each week and liaise with our other sites regarding the delivery of stock.
- Ensure donation drop offs and stock received from the warehouse and other hubs is managed efficiently including sorting and storing stock.
- Work with the Baby Bank Manager to identify stock tasks to be completed.
- Source spare parts for donated items as needed.
- Enter details of stock packed for families on our database and complete other administrative tasks as required (training will be provided).

### **Quality, compliance & operations**

- Work closely with Baby Bank Manager and Session Leads to ensure the smooth running of operations.



- Work with the Baby Bank Manager to ensure that Little Village is a safe place to be, and fully compliant with our organisational policies relating to health and safety, child and adult safeguarding, DBS checks and data protection.

### **Active member of the Little Village team**

- Embody the values (Solidarity, Love, Thriving, Sustainability) and organisational behaviours in your work every day.

## **About your skills and experience**

### Essential

- Microsoft Office 365 skills (Outlook, Excel, Word).
- Excellent communication skills – both written and oral.
- Excellent at juggling multiple competing tasks and still deliver on time.
- A strong eye for detail.
- Able to work autonomously but also as part of an effective team.
- Value and support everyone who comes into contact, volunteers and works at Little Village.
- A passion for tackling child poverty and the role we can play in that.
- Honesty, integrity and a strong commitment to our values.

### Desirable

- Experience of working with volunteers or volunteering.
- Experience setting up a warehouse or retail operation.

## **What we can offer**

### **Salary and pension**

The salary for this role is £26,780 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 35 hours per week, but we're open to discussions about flexibility. This is a 52 weeks per year contract.

### **Location**

The role will be primarily based at our Tooting site but you may be required to work at other sites as needed.

### **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.



To apply, we would like you to [complete this online application form](#) by 9am on Tuesday 6<sup>th</sup> August 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 Tuesday 6<sup>th</sup> August 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 Tuesday 6<sup>th</sup> August 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:** Tuesday 13<sup>th</sup> August 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:** Wednesday 21<sup>st</sup> August 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.

.....