



**Baby things,
big impact.**

JOB DESCRIPTION

Volunteer Recruitment Manager

Salary: £34,505 FTE per annum (gross)

Contract Type: Permanent, 52 weeks per year

Location: Home based (min 1 day a week on site)

Hours: 28-35 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

Reports to: Head of Volunteering



Number of direct reports: Volunteer Recruitment Coordinator

Purpose of role: To ensure our village of volunteers continues to grow; welcoming a diverse group of people into a range of roles and opportunities, supporting families across London.

Key Tasks and Accountabilities

Recruitment

- Monitor and increase volunteering applications across Little Village roles
- Management and development of role-specific recruitment processes
- Regularly review recruitment strategies with a focus on inclusivity and diversity
- Utilise local and regional networks to reach a wide range of audiences; managing a central source of active contacts and recruitment channels
- Work closely with communities we support to raise local presence; attending events, recruitment fairs and other opportunities to network
- Deliver regular information sessions for prospective volunteers within remote roles
- Work with our Communications team to create engaging and varied content, scheduled regularly across social media and external promotions

Role Development

- Proactively support teams to identify recruitment priorities within operational need
- Create a range of flexible opportunities for people with varying commitment levels
- Adapt activities and roles to be accessible or with reasonable adjustments
- Managing external volunteering requests; matching needs to opportunities
- Regularly audit volunteering roles; ensuring they reflect current activities effectively

Data and reporting

- Proactively monitor recruitment analytic reports inc. application and conversion rates, identifying improvement methods
- Review monthly activity reports to identify target areas for recruitment

Partnerships

- Identify and develop community partnerships to support volunteer recruitment
- Develop strategic partnerships where participants reflect our communities

- Work with education providers to safely offer youth volunteering e.g. DofE
- Utilise partnerships to help resolve gaps in existing recruitment and activities
- Implement processes to support a consistent approach with all partnerships
- Act as main contact for partnerships; maintaining long-term, positive relationships

Management

- Line management of Volunteer Recruitment Coordinator

About your skills and experience

Essential

- Demonstrable volunteering management experience
- Recent and successful experience of proactive volunteer recruitment
- Experience building and maintaining positive, external, strategic partnerships
- Effective relationship-building between projects and colleagues
- Experience of managing and developing concurrent multiple projects effectively
- Confidence in delivering presentations to external stakeholders
- Person-centred and empathic approach to volunteers, families and colleagues
- Excellent communication skills – both written and oral
- Microsoft Office 365 skills (Outlook, Excel, Word)
- Previous line management experience

Desirable

- Experience of reporting, impact and evaluation
- Experience creating volunteer resources e.g. social media campaigns, adverts
- Experience implementing adjustments and best practice surrounding DEI

What we can offer

Salary and pension

The salary for this role is £34,505 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 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 based at your home address, with regular travel to our hubs across 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 28-35 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 <https://littlevillage.typeform.com/to/kvzbUzFX> by 9am on 7 October 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?
- What do you think are the biggest challenges and opportunities within volunteer recruitment currently?
- 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 October 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 October 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: 15 October 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: 21 October 2024

This will be a competency-based interview with two members of the Little Village team and a short task, details of which will be sent when the interview is arranged. We will confirm who you'll be meeting as well as the location when this interview is arranged.