



**Baby things,
big impact.**

JOB DESCRIPTION

Volunteer Recruitment Co-ordinator

Salary: £30,385 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: Volunteer Recruitment Manager



Purpose of role: Responsible for the administration, welcoming, and administrative onboarding of all new volunteers.

Key Tasks and Accountabilities

Administration

- Review all incoming volunteer applications to match individuals to appropriate role(s) for their skills, availability and/or any additional support required.
- Manage the administration of onboarding new volunteers inc. induction information, arranging first shifts and setting up rotas.
- Coordinate set-up of youth placements e.g. school programme or Duke of Edinburgh
- Liaise with volunteer-involving teams to agree schedules and priorities for recruitment, reflective of their current operational needs.
- Act as first point of contact for new and perspective volunteers.
- Coordinating training requirements for certain roles e.g. Safeguarding, ensuring completion and updated records.
- Booking and completing DBS interviews for prospective volunteers, when required
- Respond to and/or delegate enquiries sent to the @Volunteer inbox.
- Proactively, maintain an awareness of the volunteer recruitment and onboarding journey, sharing observations with the team and supporting with any changes or improvements identified.

Recruitment

- Supporting the Volunteer Recruitment Manager to ensure all external recruitment materials are regularly reviewed and up to date.
- Updating the volunteer application forms to reflect current vacancies.
- Managing and updating recruitment resources e.g. MS Forms and spreadsheets.
- Attending volunteer recruitment events; hosting stands and promoting opportunities within Little Village.
- Supporting the Volunteer Recruitment Manager with research and administration of additional partnerships and/or recruitment channels.
- Support the delivery of information sessions for perspective volunteers within remote roles.
- Lead on updating the volunteering pages on the website; making sure information is up-to-date, regularly viewed and aligns with Little Village tone.
- Supporting the regular review of volunteer role profiles alongside current activities, training requirements and Little Village operations.

Data and reporting

- Accurately maintain volunteering reporting data across multiple platforms (inc. database and Excel.)
- Input and monitor regular recruitment analytic reports inc. application and conversation rates.
- Undertaking regular data cleanses for prospective volunteer data.

About your skills and experience

Essential

- Effective relationship-building between projects and colleagues
- Person-centred and empathic approach to volunteers, families and colleagues
- Excellent communication skills – both written and oral
- Proficient in Microsoft Office 365 (Outlook, Excel, Word, PowerPoint)
- Ability to manage multiple tasks and priorities efficiently

Desirable

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

What we can offer

Salary and pension

The salary for this role is £30,385 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 between 28-35 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 or to other locations in London for Volunteering Fairs and other events.

Contract

This is a permanent contract, starting in December 24/January 2025. 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 online application form by 9am on 18 November 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.



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- 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 18 November 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 18 November 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: 9am on 25 November 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: 9am on 2 December 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.