



**Baby things,
big impact.**

JOB DESCRIPTION

Warehouse Manager

£38,000 FTE per annum (gross) fixed term contract until June 2026

52 weeks per year

We think this role requires 35 hours per week, but we're open to discussions about flexibility.

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.

This role will require a DBS check.

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 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 build awareness of Little Village, to grow support for our work, and ultimately, to reach more children with the things they need.

About this role

At the heart of Little Village is the regifting of pre-loved baby equipment, clothes and toys onto other families. To allow us to do that, we need a steady flow of good quality donated kit, which needs to be checked, sorted and organised within our Wandsworth warehouse, ready for delivery to other Little Village hubs and families. The warehouse supports our other London hubs, stores seasonal stock and big kit (beds, buggies and highchairs). We will also direct-despatch big kit to families throughout London using couriers and volunteer drivers.

As our largest site, we host large groups of corporate volunteers. These volunteers are essential to the work we do and use our sessions as an opportunity to give something back, team build and learn more about our work. Many of them also support us in other ways, such as via cash or pro-bono support.

We are still at an early stage of our development in relation to warehousing and this is the first industrial space we have occupied. We continue to test and learn processes to maximise efficiencies and bring order to unpredictable incoming stock levels and items.

We are looking for someone who is willing to get stuck in and work proactively and flexibly to continue to build the operation.

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

Reports to: Deputy Head of Operations

Number of direct reports: 8

Purpose of role: The Warehouse Manager will be responsible for the efficient management and control of the warehouse operation, ensuring we have effective stock control with the right levels and right type of stock to meet the needs of families we support across the network, and that legislative requirements are met i.e. Health and Safety. They will work in association with the Hub managers to ensure the hubs receive a streamlined service of support with stock. They will take a strategic role in helping us to refine warehouse processes and systems to ensure efficiency and increase productivity and provide a fulfilling and inspiring experience for visitors and volunteers.

Key Tasks and Accountabilities

Operations

- Coordinating the day-to-day running of the warehouse including planning for week/month and term. Includes sorting, monitoring stock requirements, issuing stock, maintaining accurate records and disposal of unsuitable items
- Create and implement best practice warehousing policies, procedures and processes and ensure these are adhered to.
- Responsible for managing and receiving donations; capturing donors details as needed
- Strategically manage warehouse in compliance with Little Village policies and vision
- Develop and maintain reports, process documentation and safety records
- Logistics. Managing inbound and outbound stock and vehicle movements. Working with stock and logistics team to plan and agree schedules

Network Stock

- Responsible for outgoing stock management including organisation of hub stock, ensuring it is stored safely maintaining good stock levels and liaising with colleagues to source low stock items in a timely manner.
- Plan, co-ordinate and monitor the receipt, storage and dispatch of goods
- Working with Stock and logistics team to dispose of excess stock appropriately and in line with our sustainability commitments.
- Working with the Transport Manager to coordinate stock flow between sites and collections and drop-offs are in-line with hub needs.
- Ensuring accurate records of incoming stock, included donated and procured items are kept.

People

- Responsible for line management of employee team within the warehouse including managing rotas and team absence and ensuring they are aware of priorities.
- Responsible for ensuring volunteer sessions are professional, productive and fun and that volunteers are appropriately thanked for their time.
- Line Management of Warehouse Co-ordinator, Big Kit Co-ordinator and Warehouse Stock Coordinator, sorters and warehouse assistant.
- Develop and maintain strong relationships with hub managers, stock and logistics team to monitor requirements and to ensure quality of service and the Fundraising and volunteer teams regarding corporate volunteering groups.

Facilities



- Responsible for efficient and smooth running of the warehouse operation. Ensure efficient and effective use of warehouse space to include layout and future capacity requirements, working with the Deputy Head of Operations to continually monitor site layout to improve efficiencies
- Managing smooth running of the site; designated key holder, responsible for security of the site, liaising with onsite landlord team and point of contact for any maintenance issues and the Facilities Team. Ensuring the space is kept clean and tidy by managing the cleaning schedule and ensuring that waste is disposed of safely and appropriately.
- Management of external cleaning contractors.
- Ensuring daily, weekly, monthly checks of M&E (mechanical and engineering) are carried out where appropriate.
- Liaising with external contractors when needed.

Health and Safety

- Responsible for all aspects of Health and Safety within the warehouse, ensuring safe working practices at all times and the safety of employees, volunteers and visitors. This includes but is not limited to; ensuring risk assessments are adhered to, hygiene control measures and manual handling processes are implemented and adhered to at all times
- Conducting individual risk assessments when needed, including PEEPs
- Responsible First Aider on site and Chief Fire Marshal responsibilities (training will be given).
- Recording and reporting on H&S incidents and cascading to line management, where appropriate.
- Ensure that staff comply to health, safety and environmental regulations and work safely to protect themselves and others in the warehouse environment
- Ensure any hazardous materials are stored in accordance with requirements

Transport

- Main point of contact with the Warehouse Coordinator and Big Kit Coordinator for all deliveries in and out. Liaison with Transport Manager on the weekly schedule. Ensuring all courier packages are despatched/troubleshooting where necessary.
- Managing the loading of delivery vans to ensure they are packed in a logical manner, troubleshooting on delivery day.

General

- Unloading and loading delivery vans as required, sorting and placing items on to racks, and shelves and using a pallet trolley &/or pedestrian pallet stacker to move kit



around. This includes heavier items, such as cot beds and large buggies, boxes and bags.

- Lifting boxes on a daily basis, containing toys, books, shoes and toiletries
- Moving large bags of clothing on a daily basis
- Moving pallets, using a trolley on a frequent basis
- Using a step ladder to access stock boxes and bags on a daily basis
- Pushing cages and buckets of stock on a daily basis
- Ensuring compliance with GDPR policy and that sensitive information is kept secure and disposed of properly.
- Representing Little Village and our values and to work collaboratively with Little Village employees and volunteers.

About your skills and experience

We are looking for a highly motivated person to join our team.

Able to manage multiple priorities

- Excellent at juggling multiple competing tasks and still deliver on time
- A strong eye for detail
- Proven ability to implement process improvement initiatives
- Ability to think on your feet and keep calm under pressure

A great team member

- Able to work autonomously and manage others but also work as part of an effective team
- Value and support everyone who comes into contact, volunteers and works at Little Village

A knowledge and passion for our work

- A passion for tackling child poverty and the role we can play in that
- Honesty, integrity and a strong commitment to our values

Essential

- Warehouse management or logistics management
- Expertise in warehouse management procedures and best practices, including health and safety
- Use of inventory management software and systems
- Leadership skills and experience of managing staff
- Strong decision making and problem-solving skills
- Microsoft Office 365 skills (Outlook, Excel, Word)
- Excellent communication skills – both written and oral



Desirable but not essential

- Full, clean driving licence
- Knowledge of RIDDOR desirable.
- Project management skills
- Experience of working with volunteers or volunteering
- Experience (direct or indirect) of living in poverty

What we can offer

Salary and pension

The salary for this role is £38,000 per annum FTE (gross). 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).

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 the Little Village Wandsworth site: Bay 2, Jews Row, Off Wandsworth Bridge SW18 1TN

Contract

This is a fixed term contract, starting as soon as possible and finishing in June 2026.

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 30 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.

How to Apply

To apply, we would like you to complete this [online application form](#) by **9am on Wednesday 8th January 2025**. 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 do you approach creating content that aligns with a brand's voice while also engaging the target audience? Can you describe a successful social media campaign you managed? What were the goals, strategies, and outcomes?
- How would colleagues and friends describe you? What are your superpowers and how are you still developing?
- Briefly describe why one 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 Wednesday 8th January 2025**. 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 Wednesday 8th January 2025

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: Thursday 16th January 2025

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: Friday 24th January 2025

This will be a competency-based interview with two members of the Little Village team and a desk based task which you do not need to prepare for. We will confirm who you'll be meeting as well as the location when this interview is arranged.