



**Baby things,  
big impact.**

## **JOB DESCRIPTION**

### **Volunteer Engagement and Training 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



**Direct reports:** Volunteer Engagement Coordinator

**Purpose of role:** To create a values-driven volunteer experience by designing and delivering meaningful training, while leading engagement and recognition efforts to ensure volunteers feel supported and valued

## **Key Tasks and Accountabilities**

### Training

- Design and deliver a consistent, wide values-based training programme
- Develop bespoke training journeys across Little Village volunteer roles
- Work closely with teams to identify training requirements based on operational need
- Coordinate external training providers, as needed, to support internal delivery of training
- Develop a resource library of key volunteer materials e.g. handbooks, training guides
- Regularly review and update existing training materials to reflect current processes
- Provide induction to new staff regarding volunteering policies, processes and management
- Support design and delivery of best practice Volunteer Management training, tools and resources for volunteer-involving staff

### Engagement

- Plan and deliver volunteer engagement activity; both centrally and at sites
- Implement a values-based volunteer recognition initiatives across sites and roles
- Manage a schedule and content of multi-platform volunteer communications
- Implement frequent feedback mechanisms, formal and informal, allowing volunteers to contribute thoughts on the development of the volunteer programme
- Support delivery of annual volunteer survey; determining how the programme is delivering against strategic objectives as well as identifying areas for improvement.

- Support the Volunteer Recruitment Manager in developing new roles per operational need

#### Volunteer Management

- Acting as first point of contact for problem-solving from, or regarding, volunteers
- Coaching volunteer-involving staff through complex situations when supporting volunteers e.g. difficult conversations, supporting additional needs
- Proactively contribute to networks sharing research and resources regarding best practice in volunteer management

### **About your skills and experience**

#### Essential

- Proven experience in volunteer management or engagement
- Experience of design and delivery of multi-platform training
- Experience developing volunteer recognition or engagement initiatives
- Experience in conflict resolution and coaching individuals to positive outcomes
- An “hands-on” and “roll your sleeves up” attitude to getting involved when no site
- Person-centred and empathic approach to volunteers, families and colleagues
- Effective relationship-building between projects 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

- Use of Volunteer Management Systems and/or CRM databases
- Managing volunteer programmes across multiple sites and locations
- Knowledge of diversity, equity, and inclusion (DEI) best practices in volunteer environments
- Familiarity with measuring volunteer impact and reporting on key outcomes
- Ability to create engaging volunteer resources, such as handbooks or digital guides

### **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 between 28-35 hours per week, but we're open to discussions about flexibility. This is a 52 weeks per year contract.

### **Location**

The role is primarily home-based but asks you spend at least one day a week a hub – to connect with volunteers, get to know teams and champion the volunteer experience authentically. This may increase during busy periods of training or engagement.

### **Contract**

This is a permanent contract, starting in March 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 20<sup>th</sup> 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?
- What do you think makes a great volunteer experience, and how would you go about creating that for others?
- 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 20<sup>th</sup> 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 20 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:** 29<sup>th</sup> 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:** 5<sup>th</sup> February 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.