



JOB DESCRIPTION

Volunteer Session Lead

Salary: £29,500 FTE per annum (gross) fixed term contract until June 2026

Contract Type: Permanent, 52 weeks per year

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

Hours: We think this role requires 35 hours per week, but we're 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 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 and individual volunteers. These volunteers are essential to the work we do and many 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 looking for someone to lead these sessions, with support from the warehouse team, to engage with the volunteers, give direction and to ensure that the sessions are productive. They will also work with the fundraising and volunteer teams

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

Reports to: Warehouse Manager

Purpose of role: As Volunteer Session Lead, you will oversee groups of corporate and one-off volunteers at our warehouse. Many of these will be engaging with Little Village for the first time, your role is to make this a positive and meaningful experience. You'll ensure the session runs smoothly, in line with our values, and highlights the impact of their activity. You'll manage and complete tasks to ensure productivity, prepare the warehouse for the next day, and inspire volunteers with our mission to tackle child poverty. You will be part of the warehouse team to help process donations and stock.

Volunteer Management:

- You will manage a team of volunteers supported by other staff members on site.
- You will introduce volunteers to Little Village's vision. Mission and values to build their connection to our work.
- You will start each session with a briefing on tasks, health & safety and priorities, ensuring volunteers are clear on expectations.
- You will walk volunteers through tasks, explaining expectations, processes and quality standards.
- To welcome volunteers to each session and ensuring the session has a fun, professional and productive feel.
- To pair or group volunteers to support each other on allocated tasks



- To facilitate an effective session by ensuring every volunteer has a role and is clear about the objectives of the session/their task.
- To be the point of contact for questions and queries during the session.
- To ensure volunteer shifts are accurately recorded on the Little Village system for each session.
- To actively follow attendance management processes for all volunteers, in particular those under 18.
- To be responsible for health and safety during the session, including conducting personal risk assessments for any volunteers with individual needs, compiling and monitoring a risk assessment for the session, providing ongoing monitoring of health and safety, and ensuring all policies and procedures are followed during the session.

Task Management:

- To ensure any priorities for that session are completed and any outstanding tasks are communicated to the warehouse manager.
- To develop and implement any necessary processes that support the session.
- To ensure that donations are well managed, checked and organised correctly working with the warehouse team.
- To ensure the sorting stations are fully set up for the next session's activities, using guides and information available.
- To ensure the warehouse is tidy and organised ready for the next day's activities.
- To ensure there are sufficient snacks available
- To record data of volume of stock sorted / checked by each group.
- To work closely with the warehouse manager and the warehouse team to ensure the smooth running of weekly activities.
- To take on specific scheduled responsibilities to support the Warehouse Manager and wider team with the day-to-day operations.
- To liaise with the corporate partnership lead, fundraising and volunteer teams to ensure groups are booked in and that the warehouse team know who is coming each session.

About your skills and experience

We are looking for a highly motivated person to join our team. You should have:

- Good command of spoken English.
- Experience of using Microsoft Office 365 (Outlook, Excel, Word) and data input / processing.
- Exceptional organisational and delegation skills, and interest in routine tasks.



- The ability to communicate with and empower volunteers to be effective in their roles.
- The ability to work cooperatively with different types of personalities and to bring people together to achieve a common goal
- The ability to motivate a team and make their contribution feel valued
- The ability to prioritise workloads and manage multiple tasks.
- The ability to think creatively and problem solve independently.
- The ability to resolve conflict
- Good knowledge of Little Village, its values and ethos.
- Honesty, Integrity and strong commitment to our values
- Desirable but not essential: Experience (direct or indirect) of living in poverty.

What we can offer

Salary and pension

The salary for this role is £29,500 per annum FTE (gross). If eligible, we will match your contributions by 3% on pensions.

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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 Tuesday 14th 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 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?
- 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 Tuesday 14th 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 Tuesday 14th 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: Tuesday 21st 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: Wednesday 29th 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.