



**Baby things,  
big impact.**

## **Job Description: Safeguarding & Family Insight Manager**

**Salary:** £39,000 FTE per annum (gross)

**Contract Type:** Permanent, 52 weeks per year

**Location:** London, home based with regular visits to sites in Camden, Tooting, Wandsworth and Brent.

**Hours:** 35 hours per week

**Additional Requirements:** 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 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 critical part in helping us to raise awareness of Little Village, or our life-changing work and inspiring support amongst new and existing villagers.

### **About this role**

**Reports to:** Head of Families and Partnerships

**Purpose of role:** As our Designated Safeguarding Lead, you will be the first point of contact for safeguarding concerns, managing cases with care, ensuring



compliance with policies and statutory guidelines, and embedding safeguarding into everyday practice. You'll empower staff to confidently identify and respond to concerns.

This role also plays a key part in measuring our impact. You'll conduct ethical research and interviews with families, gathering insights to improve our services and safeguarding approach.

Working closely with teams across Little Village, you'll help ensure wellbeing remains central to everything we do.

Safeguarding has always been a priority at Little Village. Over the past year, we've strengthened our approach through training, equipping staff and volunteers to take action when needed. As families face growing challenges, we're seeing a rise in safeguarding concerns – both in number and complexity. To respond effectively, we're investing in this dedicated role to provide expert leadership while gathering insights that shape and improve our support.

### **Key Tasks and Accountabilities**

- **Safeguarding Case Management**
  - Act as the main contact for all safeguarding concerns across Little Village, providing advice and guidance to staff, volunteers, and families
  - Manage the safeguarding inbox, responding promptly to new concerns, progressing ongoing cases, and assessing risk levels using Little Village's processes and policies
  - Escalate cases to external agencies (e.g., MASH) or signpost for appropriate support as needed, maintaining Little Village values throughout
  - Develop a system that ensures accurate, secure, and confidential records are kept of all safeguarding cases, ensuring compliance with data protection laws
- **Reporting & Evaluation**
  - Analyse safeguarding concerns to identify trends, emerging risks, recurring themes, and potential areas for improvement

- Provide regular reports to the Board of Trustees and Senior Leadership Team, highlighting insights and actionable recommendations
- Use safeguarding data to:
  - inform funding applications
  - demonstrate the impact of Little Village processes in keeping families, staff and volunteers safe and supported
  - identify key challenges for families
- **Policies and compliance**
  - Review, update, and communicate safeguarding policies to align with legal standards, best practices, and Little Village's activities
  - Lead regular reviews of safeguarding practices and incidents to identify lessons learned and implement continuous improvements
  - Collaborate with the Senior Leadership Team to assess and mitigate safeguarding risks in new recruitment, programmes, events, or partnerships
  - Build strong relationships with safeguarding networks, forums, and external agencies to share insights and stay informed of developments.
- **Internal training & culture**
  - Design and deliver tailored safeguarding training for staff, volunteers, and trustees to build confidence in addressing concerns
  - Establish a positive culture toward safeguarding by embedding policies into daily operations and supporting teams in applying them consistently
  - Provide ongoing guidance, tools, and learning opportunities to help staff and volunteers take shared responsibility for safeguarding
- **Ethical Research & Family Engagement**
  - Conduct sensitive interviews with families, ensuring they feel heard, respected, and empowered.
  - Use ethical research methods to gather qualitative insights on family experiences and the impact of our services.
  - Ensure all interviews and data collection uphold the highest standards of confidentiality, informed consent, and voluntary participation.

- Write up interview findings in a clear and structured manner, ensuring accuracy and fidelity to family voices.
- Build trusting relationships with families, demonstrating empathy, discretion, and emotional intelligence.
- Oversee the process for receiving, reviewing, and responding to complaints and feedback from families, ensuring they are handled with care, transparency, and in line with organisational policies.
- **Organisational Impact & Service Learning**
- Map emerging themes from family feedback to identify trends and areas for service improvement.
- Using information gathered from Safeguarding and Impact work, collaborate with service delivery and other teams to integrate family feedback into organisational learning.
- Support the collection and measurement of impact data against our Theory of Change.
- Contribute to the development and refinement of our impact measurement framework, ensuring it accurately captures the outcomes we seek.
- Take responsibility for collating and reporting on complaints and feedback, ensuring learnings inform service improvements and are shared with key stakeholders.
- Assist in reporting impact findings to key stakeholders, including internal teams, funders, and partners.

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

#### **Essential:**

- Experience in a safeguarding role, ideally in a charity, education, or community setting
- Strong knowledge of safeguarding laws and best practices for children and vulnerable adults
- Experience designing and delivering safeguarding training

- Great communication and interpersonal skills, with the ability to build trust
- Proven ability to handle sensitive issues with care and discretion
- Excellent organisational skills and attention to detail
- Commitment to Little Village's mission and values
- Demonstrable empathy and understanding of the challenges faced by families experiencing complex situations or vulnerability.
- Strong analytical skills to identify themes and patterns in qualitative data.
- Ability to handle difficult conversations with care, professionalism, and resilience.
- Experience writing clear, structured reports or summaries based on interviews or research.

**Desirable:**

- Understanding of safeguarding challenges linked to poverty and inequality
- Professional qualification in safeguarding or a related field
- Personal experience or insight into the challenges faced by the families we support
- Understanding of trauma-informed practice, ethical research principles, and impact measurement.
- Willingness to undertake training in ethical interview practices
- Experience in conducting interviews, qualitative research, or community engagement in a sensitive and ethical manner.
- Experience in impact evaluation, monitoring & learning frameworks, or social research.
- Familiarity with Theory of Change and impact measurement methodologies.

**What we can offer**



### **Salary and pension**

The salary for this role is £39,000 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 is a London-based role, based at your home address, with regular travel to our hubs across London.

### **Contract**

This is a permanent contract, starting in May 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 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.

### **How to Apply**

To apply, we would like you to complete this [online application form](#) by **9am on Tuesday 22<sup>nd</sup> April 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.

- Please describe the skills, knowledge, and experience you would bring to this role. In particular, tell us how you've applied these in safeguarding contexts, and how they would help you contribute to our work at Little Village.
- What do you consider to be the key elements when communicating with families to build trust, show compassion, and gather insight? Can you give an example of how you've put this into practice in your work?
- How would others describe your working style and personal qualities? What strengths or 'superpowers' do you bring to a team, and what areas are you continuing to develop?
- Our values are love, solidarity, thriving, and sustainability. Please tell us which value speaks most to you and share an example of how you've lived or demonstrated this in your work or life.



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 22<sup>nd</sup> April 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 22<sup>nd</sup> April 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 29<sup>th</sup> April 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: Tuesday 6<sup>th</sup> May 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.