



JOB DESCRIPTION

People Manager (HR Manager)

£36,000 FTE per annum (gross), permanent

52 weeks per year

28-35 hours per week.

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 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'.

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 ensure stock is where it needs to be in order to reach more children with the things they need.

About this role

Reports to: Director of People



Number of Direct reports: none

Purpose of role: As the People Manager you will provide expert, professional, responsive support and advice to the Little Village team. You will work closely with all levels of the organisation and will manage and develop activity across the full employee life cycle ensuring a smooth efficient service in line with best practice, organisational policy and practice and current legislation.

Key Tasks and Accountabilities

Employee lifecycle – Manage employee lifecycle processes, correspondence and ensure data is accurate

- Work closely with the Little Village team and line managers to provide high quality People services, advice and guidance on employment matters
- Ensure probation, variation of terms and conditions, internal moves, fixed term contracts and leavers are well managed
- Ensuring employee records are up to date and accurate and that correspondence is timely and accurate and in line with data guidance and regulation
- Provide support and guidance on performance, disputes, grievances and disciplinary matters
- Conduct employee inductions ensuring new joiners are made to feel welcome and well supported as they integrate into their new role and team
- Ensure exit interviews are completed and provide insights into themes and trends
- Monitor and analyse data and provide quality reports for the Senior Leadership Team and the Board of Trustees to make informed decisions, e.g., sickness absence; retention; salary benchmarking, exit interviews etc.

People Management and People Development – Support the performance and development of the Little Village team in line with our values and culture

- Work closely with line managers to ensure clear objectives are set for their teams, in line with organisational strategy and plans, supporting high quality performance throughout the organisation



- Support and advise managers to enable them to grow, champion our culture, live our values and facilitate high performance.
- Manage the recording of all training and development including mandatory training.
- Delivery of training and development interventions and coordination and facilitation of development workshops and events
- Manage and support the coordination of Little Village employee groups – Time to Pause, Mental Health First Aiders, Men's group

Recruitment – Working with the resourcing coordinator, manage recruitment and onboarding processes to ensure we recruit the best people in line with our values

- Work closely with hiring managers to ensure recruitment policies are well understood, define job and person specifications, promote vacancies, provide support and advice on interviews ensuring information is timely and up to date.
- Where requested, participate in shortlisting and moderation meetings supporting hiring managers with decision making
- Provide support to the Resourcing Co-ordinator with ensuring candidates have a positive recruitment experience including timely responses, follow up and feedback where requested.
- Working closely with the Resourcing Coordinator, manage interviews ensuring support of candidates with access needs and ensure offer paperwork and contracts of employment are accurate.
- Working with the People & Finance Coordinator, ensure a successful onboarding process for new joiners.
- Working with hiring managers to ensure all new team members have effective induction and a well-managed probation period.
- Supporting the Director of People with resource planning to ensure we attract, develop and retain our talent

Policies and Procedures – Ensure all employment policies and procedures are updated, legally compliant and approved by senior leadership team and the Board of Trustees.

- Ensure development of and changes to policies and procedures are communicated effectively and that advice, support and development is available to line managers so that they have a full understanding of what is expected of them.
- Ensure that all policies are included in onboarding and induction processes

Payroll – Work with the Finance team to ensure payroll is accurate and on time

- Work with the finance team to maintain an audit trail of all changes affecting payroll.



- Ensure payroll information, sickness absence data etc is correct and up to date.

Projects – Lead and support People projects to enhance the provision of support to the Little Village team

- Lead People projects including defining requirements and successful project management
- Work with the Director of People on strategic projects and initiatives including; Inclusion and Diversity, Engagement, Wellbeing, Reward and Performance
- Analyse and interpret People data to identify learnings and drive improvement

Other

- Provide credible support and sound advice to employees and managers
- Promote the mission, vision and values of Little Village uphold and promote Little Village's commitment to equality, diversity and inclusion, and the value of lived experience
- Support the wider People team when workloads are busy, contributing and providing support to team projects
- Other duties as required

About your skills and experience

Essential

- Excellent relationship builder, values people, sees their potential and strengths and looks for ways to break down barriers to success
- Significant generalist HR and Advisory experience including employee relations, ideally within not for profit and/or commercial organisations of a similar size and complexity
- Strong knowledge of employment law, best practice and process and a sound understanding of the contribution of the People function to the success of an organisation
- Excellent organisational skills, attention to detail and accuracy
- Excellent numeracy, literacy, and verbal and written communication skills
- Flexible and able to adapt to change
- Excellent at juggling multiple competing tasks and still deliver on time
- Works independently as well as being a strong team player



- Highly motivated and able to learn quickly, willing to seek advice appropriately and accept supervision and development as required
- Knowledge of, and experience using, HR Information systems and databases including how to develop and improve them
- Excellent IT skills and experience of MS Office
- A passion for tackling child poverty and the role we can play in that
- A strong commitment to our values of love, solidarity, thriving and sustainability

Desirable

- CIPD or equivalent professional qualification

What we can offer

Salary and pension

The salary for this role is £36,000 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).

Hours of work

We think this role requires 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 home based with regular travel to our sites across London

Contract

This is a permanent role starting as soon as possible. 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 and 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](#). 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?



- 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 Monday 10th November 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 Monday 10th November 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 18th November 2025

This will be a competency-based interview with three members of the Little Village team and a practical task. We will confirm who you'll be meeting as well as the location when this interview is arranged.

Second round interview: Wednesday 26th November 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.