



**Baby things,  
big impact.**

## **JOB DESCRIPTION**

### **Day to Evening Crossover Baby Bank Assistant – Camden**

**Salary:** £28,000 per annum/£15.38 per hour (gross) FTE

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

**Location:** Little Village Camden, Regent's Place, 29-31 Hampstead Road, London NW1 3JA

**Hours:** 9 hours per week\*, Monday 15:15 – 21:00 and Wednesday 17:45 – 21:00

**Additional Requirements:** This role will require a DBS check.

*\*This role requires 9 hours per week. However, we are open to flexibility through a job share, but core coverage hours are fixed.*

#### **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, since we launched in 2016, Little Village baby banks have supported more than **36,700 children**. In 2025, Little Village supported children 11,808 times, reaching families in every London borough. 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 Camden site, ready for delivery to families.

**Reports to:** Baby Bank Manager

### **Purpose of role:**

As the Crossover Baby Bank Assistant, you will oversee the effective running of the evening sessions acting as a vital link between the hub manager and 2 x evening session leads, ensuring tasks are communicated and completed to a high standard and the hub is prepared for the next session.

This role focuses on session-specific operations, receiving deliveries and preparing collections, setting up tasks, managing a team of volunteers, and maintaining a welcoming, safe environment that reflects Little Village values. You'll be passionate about tackling child poverty and motivated by our values of love, solidarity, thriving and sustainability.

### **Crossover Baby Bank Assistant responsibilities**

- Brief evening session leads on priorities for the session
- Operational point of contact for Session Leads.
- Using your time with the day staff to ascertain priorities and any potential operational difficulties.
- Set and share the session priorities with evening staff, coordinating activity so that the whole team are clear on what needs to be achieved
- Maintain stock levels, particularly highlighting any low or excess levels of stock.
- Act as the first point of contact for any troubleshooting during sessions, taking a proactive approach to problem-solving and supporting volunteers and staff as needed
- Be responsible for health and safety during the session, including risk assessments and policy compliance
- Act as a site keyholder during your shift, ensuring the security of the hub.
- Support volunteers to use our database (Volunteero) so attendance and activities are recorded properly.
- Share how the session went with the Hub Manager via email at the end of your shift including any issues or feedback.



This role is about providing a link between daytime operations and evening operations at the hub via clear communication, responsibility, teamwork, attention to detail and creating robust operational practises. You will be responsible for communicating tasks set with the hub manager and preparing and driving the evenings activities, so the hub is ready to receive families when the day team arrive the following morning.

- Friendly and confident communicator with the ability to motivate a team of up to 20 volunteers and make their contribution feel valued
- The ability to work cooperatively with different types of personalities.
- Good problem solving and prioritization skills
- Flexible and able to adapt when plans change
- Good organisational and delegation skills to keep tasks flowing smoothly
- Happy to get hands-on sorting and moving stock
- Calm under pressure and able to keep sessions safe and effective
- Experience of using Microsoft Office 365 (Outlook, Excel, Word) and data input / processing. Willingness to learn Little Village internal systems.
- Good knowledge of Little Village, its values and ethos.
- Desirable but not essential: Experience (direct or indirect) of living in poverty.

**Although you will be supported by two Session Leads , at times (annual leave, sickness etc.) you may need to cover. Session Lead responsibilities include;**

**Volunteer Management:**

- Lead and oversee volunteer activities during sessions, ensuring a productive, professional and positive environment
- Welcome and induct new volunteers (regular, one off and corporate), ensuring they understand Little Village's values, policies, and session-specific tasks
- Deliver briefing to volunteers at the start of each session, outlining priorities and objectives for the session, health and safety protocols and assigned roles and tasks.
- Supervise volunteers, providing support, answering questions, and ensuring their contributions are meaningful
- Conduct risk assessments and ensure compliance with health and safety policies during the session
- Keep accurate attendance records, ensuring they are recorded on the Little Village system (Volunteero), and to actively follow attendance management processes for all volunteers, in particular those under 18.
- Provide feedback and suggestions for improving session efficiency and volunteer engagement, to Baby Bank Manager and Volunteer Team
- To train new volunteers and allocate a buddy or mentor during sessions if required.



- To ensure that volunteers entitled to travel reimbursements have their travel expenses recorded appropriately to allow payment, if applicable.

### **Task Management:**

- Ensure the hub is set up and ready for activities and reset the space for the next session
- Coordinate and prioritise tasks such as donation sorting, packing, and waste disposal during sessions
- To ensure any priorities for that session are completed and any outstanding tasks are communicated to the Baby Bank Manager.
- Act as a site keyholder during your shift, ensuring the security of the hub. You will work with another staff member on site during evening sessions, managing a team of volunteers.
- To ensure bundles packed for families are done so with care and following Little Village guides.
- Some Hub tasks require a level of physical work e.g. retrieving boxes from shelves, loading and unloading deliveries, helping donors carry items into the hub, using ladders for high shelves etc
- To work closely with the Baby Bank Manager, Baby Bank Assistant and other Session Leads to ensure the smooth running of weekly activities.
- To take on specific scheduled responsibilities to support the Baby Bank Manager and wider team with the day-to-day operations.

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

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

#### **Essential:**

- Good command of spoken English and excellent communication skills
- Experience of using Microsoft Office 365 (Outlook, Excel, Word) and data input / processing. Willingness to learn Little Village internal systems.
- 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.
- The ability to motivate a team and make their contribution feel valued
- The ability to prioritise workloads and manage multiple tasks.
- The ability to be flexible and open to change.
- The ability to think creatively and problem solve independently.
- Good knowledge of Little Village, its values and ethos.

#### **Desirable:**



- Experience (direct or indirect) of living in poverty.

## **What we can offer**

### **Salary and pension**

The salary for this role is £28,000 per annum FTE (gross) or £15.38 per hour (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 9 hours per week, Monday 15:15 – 21:00 and Wednesday 17:45 – 21:00 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 Camden, Regent's Place, 29-31 Hampstead Road, London NW1 3JA.

### **Contract**

This is a permanent contract, starting in April 2026. 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](#).



Safeguarding is something we do together at Little Village. The post-holder will be responsible, as we all are, to keep children, families, adults at risk and volunteers safe by paying attention to wellbeing, raising concerns early, and following our internal safeguarding processes. You'll help us maintain a culture where people feel respected, safe and supported. We'll make sure you're given the right training, tools and guidance to do this.

We know everyone's lives are different and that traditional working patterns may not be quite right for you. We think this job requires 9 hours per week 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 9<sup>th</sup> March 2026**. Please note, applications not using the online application form and following the guidelines set out here will not be considered. Only candidates with existing eligibility to work in the United Kingdom will be considered. As a small charity, we are unable to provide visa sponsorship for this role.

### **Key dates**

#### **Submission of application: 9am on Monday 9<sup>th</sup> March 2026**

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.

#### **Interview: Tuesday 17<sup>th</sup> March 2026**

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.