



**Baby things,  
big impact.**

## **JOB DESCRIPTION**

### **Volunteer Recruitment Co-ordinator**

**Salary:** £30,385FTE per annum (gross) (this salary will be subject to an organisation wide 4% increase applicable from 1<sup>st</sup> April 2026)

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

**Location:** Hybrid (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 can promise to explore options.*

#### **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.

We've grown to be one of the largest 'baby banks' in the UK, with over 70 employees supporting more than **36,700 children** since we launched in 2016. In 2025, Little Village supported children 11,808 times, reaching families in every London borough. 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**

**Reports to:** Volunteer Recruitment Manager





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**Purpose of role:** To support welcoming and well-managed recruitment processes, helping volunteers join Little Village with ease and confidence. You'll play a key role in creating a positive and inclusive volunteer onboarding journey – making sure every person feels supported and ready to get started. You will help us 'grow our village' into a strong, diverse and value-led community.

### **Key Tasks and Accountabilities**

#### **Recruitment:**

- Review incoming volunteer applications and help match people to roles that suit their skills, availability and any support they may need
- Manage the onboarding of new and prospective volunteers using our volunteer database (Volunteero)
- Support the Volunteer Recruitment Manager (VRM) in liaising with teams to understand and prioritise recruitment needs
- Keep in touch with new volunteers throughout their onboarding journey, gathering feedback and helping to create a positive experience
- Respond to, triage or escalate enquiries sent to the @Volunteer inbox
- Support the delivery of information sessions for prospective volunteers, including for remote roles
- Attend recruitment events, helping to host Little Village stands and promote opportunities
- Deliver recruitment processes designed and overseen by the Volunteer Recruitment Manager
- Coordinate the set-up of youth placements (e.g. school programmes or Duke of Edinburgh)
- Interview potential new volunteers (under 18s, placement students etc)
- Booking and completing DBS interviews for prospective volunteers, when required
- Triage Health & Safety and reasonable adjustments needs for new volunteers (following internal process)
- Escalate recruitment issues, exceptions or decisions outside agreed processes to the Volunteer Recruitment Manager
- Support the VRM in managing community partnerships and maintaining the database of our recruitment channels
- Help coordinate specific volunteer requests, under the direction of the VRM, making sure to allocate resources where they are most needed
- Maintain records and tracking systems relating to partnership activity

#### **Data & Insights:**

- Maintain accurate and up-to-date data on volunteer recruitment and onboarding within Volunteerero
- Keep volunteer recruitment documents, spreadsheets and internal guidance up to date
- Update volunteer application forms and live opportunities on Volunteerero
- Monitor recruitment activity and provide initial data insights to inform improvements
- Proactively share observations and proposed improvements on volunteer onboarding journey
- Input and monitor regular recruitment analytic reports inc. application and conversation rates
- Support the regular review of volunteer role profiles to ensure alignment with current operational activity and training requirements
- Assist the VRM in ensuring external recruitment materials are regularly reviewed, updated and accurate
- Support administrative and research tasks relating to recruitment development work

**Wider contributions:**

- Work closely with volunteer-involving staff onsite and remotely to understand and support activities
- Support the design and delivery of volunteer training, both online and in-person, as needed
- Support the wider team with any administrative tasks, as needed
- Contribute to the development of the volunteer database (Volunteerero), with a focus on improving the volunteer experience and ensuring accessible processes

**About your skills and experience**

We know not everyone will meet every requirement, and we'd still love to hear from you if this role feels like a good fit. In volunteering, we care about finding the right person just as much as the right experience.

**Essential:**

- Strong administrative and organisational skills, with great attention to detail and the ability to manage a range of tasks in a busy environment
- Comfortable using digital systems and databases, with the confidence to learn new tools (such as volunteer management systems like Volunteerero)



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- Happy using digital platforms to update and manage information (such as websites, recruitment opportunities and shared systems)
- A warm and friendly communication style, with the ability to build rapport and create a welcoming experience for volunteers through email, phone and in person
- Able to manage and respond to a high volume of enquiries, using good judgement to decide what to handle and what to escalate
- A person-centred approach, with empathy, good judgement and an understanding of the importance of clear boundaries
- A proactive and positive attitude, with a willingness to take ownership of tasks, suggest improvements and ask questions when needed
- Demonstrate the ability to quickly adapt to changing priorities, processes, and volunteering needs
- Some experience using spreadsheets or databases to organise or track information
- An interest in working with data, including noticing patterns, tracking progress or sharing ideas for improvement

**Desirable:**

- Some experience of working or volunteering in a charity, community or volunteer-involving organisation (helpful, but not essential)
- Experience supporting volunteer recruitment, onboarding or similar people-focused processes
- Experience creating or updating content or documents for external audiences (such as role descriptions, webpages or guidance materials)

**What we can offer**

**Salary and pension**

The salary for this role is £30,385FTE per annum (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**



This role will be based at your home address, with regular travel to our hubs across London and requiring a minimum of one day per week on site

### **Contract**

This is a permanent contract, 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](#).

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 **between 28-35 hours per week**, however 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 <https://littlevillage.typeform.com/to/INqb1gdx>. 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 values (Love, Sustainability, Thriving and Solidarity) resonates most with you, and can you share an example of how that shows up in your work?

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 **10am on Monday 13<sup>th</sup> April 2026**. 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: 10am on Monday 13<sup>th</sup> April 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.

### **First Interview: Thursday 23<sup>rd</sup> April 2026.**

This will be a competency-based interview with members of the Little Village team (including staff and a volunteer.) We will confirm who you'll be meeting as well as the location when this interview is arranged.

### **Second Interview: Tuesday 28<sup>th</sup> April 2026.**

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