JOB DESCRIPTION
Big Kit Warehouse Assistant

Salary: £26,936 FTE per annum (gross)
Contract Type: Permanent, 52 weeks per year
Location: Little Village Wandsworth site: Bay 2, Jews Row, SW18 1TN
Hours: 35 hours per week, Monday to Friday*
Additional Requirements: This role will require a DBS check
**Many of our staff work flexibly in different ways. We welcome conversations about flexibility at interview.*

This role combines practical warehouse work, quality checking and stock administration. Some tasks are repetitive and process-driven, requiring high levels of consistency and attention to detail. The balance of responsibilities will vary depending on operational needs, with some periods focused more heavily on big kit processing and other periods on wider warehouse operations.

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.

Show The Salary

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. The Wandsworth hub supports our other London hubs, stores seasonal stock and big kit (beds, buggies and highchairs). We also direct-despatch big kit to families throughout London using couriers and volunteer drivers.

The Wandsworth hub will continue to develop the warehouse model for Little Village and we are looking for someone who is willing to get stuck in and work proactively and flexibly to help the Warehouse Team build the operation.

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

Reports to: Assistant Warehouse Manager. *While line management responsibility sits with the Assistant Warehouse Manager, the postholder will work closely with the Big Kit Coordinator and receive day-to-day guidance on big kit priorities and tasks.*

Number of direct reports: None

Purpose of role: As the Big Kit Warehouse Assistant, you will be responsible for working with the Assistant Warehouse manager, Big Kit Co-ordinator and the warehouse team to keep the warehouse operations running smoothly and efficiently. A key part of your role will be loading and unloading multiple deliveries on a daily basis. You will also work alongside the Big Kit Coordinator and Big Kit Assistant to manage all big kit (beds, buggies and highchairs) coming in and out of the warehouse.

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

Key Tasks and Accountabilities

Big Kit:

- Maintain accurate and up-to-date records of big kit stock and movements using Excel-based tracking tools, ensuring item statuses and stock movements are recorded correctly using predefined fields and dropdown menus.
- Support the receipt, processing, storage and dispatch of beds, pushchairs and other big kit items.
- Ensure all items are correctly identified, checked and accurately recorded within our systems.
- Carry out quality and safety checks, including basic repairs where appropriate.
- Ensure damaged or unsafe items are removed and disposed of in line with agreed procedures.
- Support the allocation and dispatch of big kit items to families.
- Assist volunteer drivers with loading and collection arrangements.
- Support and guide volunteers, helping them understand processes, safety standards and quality expectations.
- Help maintain a safe, organised and efficient big kit storage area.

Warehouse Operations:

- Maintain accurate and up-to-date records of stock movements using Excel-based tracking tools, to ensure all stock movements are recorded correctly and accurate inventory is maintained.
- Receive, weigh, record and safely store incoming deliveries.
- Prepare, pick and dispatch stock/packs to partners for distribution across London, ensuring stock movements are accurately recorded.
- Load and unload multiple deliveries each day, including larger items such as cot beds, pushchairs, boxes and bags.
- Move stock safely throughout the warehouse using equipment such as pallet trucks, pedestrian stackers, cages and trolleys.
- Maintain a safe, organised and tidy warehouse environment.
- Carry out regular stock counts and support inventory accuracy.
- Use step ladders and warehouse equipment safely when accessing and moving stock.
- Dispose of waste and recycling appropriately.
- Follow all Little Village policies and procedures, including Health and Safety requirements.
- Undertake other reasonable duties as required.

About your skills and experience

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

Essential

- Excellent communication skills and willingness to raise issues or concerns promptly.
- Strong attention to detail and ability to maintain accurate records.
- Comfortable using technology, including Microsoft 365, email, Teams and online resources.
- Ability to follow established processes consistently while maintaining high standards.
- Comfortable with hands-on tasks such as assembling cots, beds, pushchairs and other equipment. Experience in DIY, construction or mechanical work would be beneficial.
- Able to manage competing priorities in a busy environment.
- Collaborative, reliable and professional in their approach to work.
- Motivated to learn new skills and confident finding information independently.
- Commitment to Little Village's values and mission.
- Right to work in the UK.

Desirable

- Experience working in a warehouse, logistics or light industrial environment.
- Personal or indirect experience of the impact of poverty.

What we can offer

Salary and pension
The salary for this role is £26,936.00 FTE per annum (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 35 hours per week, but we're open to discussions about how this might look in a working week. This is a 52 weeks per year contract.

Location

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

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.

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: https://littlevillage.typeform.com/to/j0dGfaTT 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 **10am on Monday 9th November 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: 10am on Monday 9th November 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 round interview: Wednesday 18th November 2026
This will be a competency-based interview with two 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: Thursday 19th November 2026
This will be a practical trial task for 2 hours at our Wandsworth Warehouse. We will confirm who you'll be meeting as well as the location when this interview is arranged.