



## **Little Village Network – Operations Manager**

*Little Village is like a foodbank, but for clothes, toys and equipment for babies and children up to the age of five. We collect great quality donations from local families, and we get these out to other local families in need via friendly drop-in sessions. We work closely with other local organisations to achieve our goals and engage our target families. We make it as easy as possible for local families to support each other, and we promote sustainable living.*

*We have three sites across London, and have fulfilled 3500 referrals since we launched in 2016. We're looking for an organised, calm, positive self-starter to help us grow our organisation in line with our values, and ensure we are making the very most of the time and talents of our staff and volunteer network. We want to increase our impact in 2018 and 2019 and this role is a key part of our plan.*

*You'll work closely with our our three Site Directors in Wandsworth, Camden and Southwark, supporting the local teams there as well as the Chief Executive. The work is varied and stimulating, and Little Village is a really fun, talented, and committed place to work.*

*We're looking for someone who can work approximately 21 hours a week, for either 43 or 52 weeks a year. These hours need to be spread across at least 3 days of the week. But beyond that, we're open about how and where they are done – and they don't all need to be office-based, so long as you're contactable. We're passionate about ensuring our roles work with the grain of family life.*

### **The role:**

Start date: February 2018

Duration: 12 month contract including 1 month probation period. Potential to extend contract subject to further funding.

Hours: 21 hours a week, flexible but ideally available 9.30am-2.30pm Monday-Wednesday.

Salary: £28,000 pro rata

Location: Flexible: will include our sites in Balham, Peckham and Kings Cross as well as home-based work

Process: A covering letter outlining why you are interested in this role and what you would bring to it, along with your CV, should be sent to [recruitment@littlevillagehq.org](mailto:recruitment@littlevillagehq.org) with *Operations Manager* in the subject line by **January 22nd**. Shortlisted candidates will be invited for during the week of 4<sup>th</sup> February. For an informal chat please email [sophia@littlevillagehq.org](mailto:sophia@littlevillagehq.org) before this date.



**Role Aims:**

To support the growth of Little Village by ensuring we are making the most of the time and talents of our volunteers and staff. To ensure our back office systems and processes are running as smoothly and efficiently as possible, and working to reinforce our values. To support the Chief Executive in network-wide development projects around web, design, fundraising, procurement and IT. To work with the sites in ensuring they have the support, supplies and materials they need to run effectively.

**Key duties:**

- To manage relationships and be the first point of contact with key back office suppliers, including Salesforce, Microsoft, Rackspace, Xero, Mailchimp and Typeform
- To trouble-shoot and problem solve IT and phone issues, and identify and then manage any external IT/phone support required.
- To manage HR internal processes (such as induction timetables, performance reviews and contracts) and to be the first point of contact with our HR support supplier
- To pro-actively work with the Site Directors and Chief Executive to identify opportunities for cost savings and improved sustainability across our supply chains
- To work with the team to produce key operational documents (for example referral leaflets, annual reports, volunteer handbooks, safety guidelines) that are well-designed and fit for purpose.
- To purchase equipment and services required across the network, in keeping with our focus on sustainability and cost effectiveness.
- To oversee the central inbox and ensure queries are sent to the right person

**Desired skills and attributes:**

- Good knowledge of Little Village, its values and mission.
- Good command of written and spoken English.
- Self-starter, able to plan and implement a project plan within a specified time period.
- Exceptional organisational skills.
- A passion for detail and clear processes.
- A practical, positive attitude and a willingness to get stuck in
- The ability to work cooperatively with different types of personalities.
- Ability to input, process and collate data. Working experience of MS Excel and databases.
- Ability to prioritise workloads and manage multiple tasks.
- The ability to think creatively and problem solve independently.

