



Little Village Wandsworth Volunteer & Outreach Co-ordinator

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 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.

Our Wandsworth site was the original and started accepting referrals in April 2016 and has recently supported it's 1000th family. We're looking for an organised, creative and determined self-starter to help us support as many families as we can. We want to increase our impact in 2018 and 2019 and this role is a key part of our plan.

Locally you'll be supported by other key staff members - our Wandsworth Director, Referrals Manager and Stock Manager and our core organisational team. More widely you will have the support of other sites in the Little Village network, our Trustee Board and our 90-strong volunteer team in Wandsworth. Little Village is a really fun, talented, and committed place to work.

We're looking for someone who can work 18 hours a week for a fixed term. 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 – they don't all need to be office-based. We're passionate about ensuring our roles work with the grain of family life.

The role:

- Start date:** February 2019
- Duration:** 9 month contract including 1 month probation period. Potential to extend contract subject to further funding. The project must be completed by October 2019.
- Hours:** 18 hours a week, flexible but at least present Tuesday and Thursday 9.15-12.15
- Salary:** £25,000 pro rata, 27 weeks over 9 months (annualised monthly salary £623).
27 working weeks to coincide with Wandsworth term dates, allowing for one week holiday for half terms, one week at Easter and three weeks during the summer.
- Location:** Little Village, St Mark's Church Hall, 53 Rowfant Road, Balham SW17 7AP
- 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 rebecca@littlevillagehq.org with *Volunteer & Outreach* in the subject line by **January 13th**. Shortlisted candidates will be invited for interview at the end of wc 14th January. Do email the same address with any questions or for an informal chat beforehand.

Role Aims:

To extend the reach of Little Village into communities we currently have lower representation with, both in terms of families using the service and volunteers. To manage the volunteering experience, providing a professional and fulfilling volunteer experience which builds community linkages and personal confidence and resilience. The successful candidate will report into the Wandsworth site Director and will assist the referrals manager and stock manager.



**Key duties:**

- To manage the recruitment of new volunteers, specifically focussing on supported families, and areas of the community where we currently under-index eg black and Asian ethnic minorities.
- To manage the activities of 5 community ambassadors and support them in hosting one outreach activity each per month within their communities.
- To partner with current and trusted referral partners to increase recruitment of volunteers from their organisations.
- To manage the induction process of new volunteers.
- To work with the site director to assist in running training for new and existing volunteers.
- To welcome new volunteers, buddy them with an existing volunteer, and help them settle in.
- To be present at main volunteering sessions (Tuesday and Thursday mornings).
- To help facilitate volunteer community and relationship building to bridge gaps between donors, volunteers and users.
- To create volunteer rotas to support all of our open sessions.
- To manage the volunteer data base in accordance with data protection policies and to liaise with the referrals, community and stock manager to track and record weekly attendance data.

Desired skills and attributes:

- Good knowledge of Little Village, its values and ethos.
- Good knowledge of the local area and community.
- Good command of written and spoken English.
- Self-starter, able to plan and implement a project plan within a specified time period.
- Ability to build relationships with people from diverse backgrounds, and facilitate their relationships with other people.
- Exceptional organisational skills.
- The ability to communicate with and empower volunteers to be effective in their roles—experience with volunteers preferable.
- 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.

