



## **JOB DESCRIPTION**

### **BABY BANK ASSISTANT**

**Salary:** £25,000 FTE per annum (gross)

**Contract Type:** Permanent

**Location:** Unit G, Queens Road, Barnet, EN5 4DJ

**Hours:** 35 hours per week, but open to discussions about flexibility\*

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

\* Our staff members work flexibly in different ways, including part-time arrangements. Please discuss your flexibility needs with us during the interview. We may not be able to cater to every request, but we will do our best to accommodate your needs.

#### **About Sebby's Corner**

Sebby's Corner is based in Barnet, EN5 and our aim is to ensure that no child goes without basic essentials. We supply items such as clothing, nappies, formula and baby equipment to local families living in poverty. Families in need get referred to us by social workers, health visitors, family support workers, midwives and other professionals. We work with almost 400 different referral partners across 200 different organisations. Families can either come into our hub for a "shop experience" or referrals are packed by our volunteers for collection.

We also offer school uniform support and we have a Birthday Club that ensures that a child who would otherwise go without has a gift, cake, balloons and decorations to celebrate their special day. At Christmas, we host a Grotto where parents can come and choose a gift for their child at no cost.

It is an exciting time to join Sebby's Corner. We recently moved to our brand new hub and we have big plans for the coming year supporting more families than ever before and launching new services too. It is an incredibly rewarding place to work and we would love you to be part of it.

#### **About this role**

**Purpose of role:** We are looking for a Baby Bank Assistant to join our team at Sebby's Corner. You will support our team with the running of a smooth and efficient operation and helping to create a warm and welcoming environment for families and volunteers. You will also

support the Hub Manager ensuring we have the right levels and right type of stock to meet the needs of families.

## **Key Tasks and Accountabilities**

### **Referral Management**

- On a weekly basis, ensure relevant referrals are printed ready for packing, and scheduled for packing in line with collection date.
- Ensure referrals are prepared and packed to best meet the needs of the family based on available stock.
- Welcoming families and giving them their referrals, including explaining what items they have been given.
- Supporting Referrals Manager with being the lead person on the 'shop floor' for the families have the Shop Experience.
- Contacting families in advance of their appointment to check they are still able to attend.
- Following up on uncollected referrals.
- Enter details of stock packed for families on our database and complete other administrative tasks as required (training will be provided).

### **Volunteer Management**

- Greeting volunteers and creating a positive, friendly environment where they feel part of the team.
- Ensure volunteers have clearly defined tasks and that their time with us feels productive and well managed.

### **Stock Management**

- Compile stock requirements list each week and liaise with our Hub Manager regarding the ordering and delivery of stock.
- Ensure donation drop offs and stock received from corporates is managed efficiently including sorting and storing stock.
- Work with the Hub Manager to identify stock tasks to be completed.
- Source spare parts for donated items as needed.

### **Administration & Operations**

- Supporting the team with seasonal events e.g. Mother's Day Packathon, Christmas Grotto and School Uniform Shop.
- Providing the organisation with administrative support as needed.

## **About your skills and experience**

## **Essential**

- Excellent Microsoft Office 365 skills (Outlook, Excel, Word).
- Excellent communication skills – both written and oral.
- Excellent at juggling multiple competing tasks and still deliver on time.
- A strong eye for detail.
- Able to work autonomously but also as part of an effective team.
- Ability to establish and maintain effective working relationships both within Sebby's Corner, other organisations and service users.
- Have knowledge of and passion for our work.

## **Desirable**

- Experience of working with volunteers or volunteering.
- Knowledge of the charity sector.
- Full, clean driving licence.

## **What we can offer**

### **Salary and pension**

The salary for this role is £25,000 annum FTE (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 5%.

### **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.

### **Application process**

Applications will be assessed on a rolling basis. The deadline for applications is 12noon, Monday 19<sup>th</sup> August 2024.

To apply, please email your CV and your answers to the 4 questions below to [bianca@sebbyscorner.co.uk](mailto:bianca@sebbyscorner.co.uk). Please use no more than 300 words for each question.

1. Why do you want to work for Sebby's Corner and what about our work inspires you?
2. What skills and experience would you highlight that are relevant to this role and our work at Sebby's Corner?
3. How have you successfully juggled multiple priorities and what strategies, systems and processes have helped you to do so?
4. How would colleagues and friends describe you?