



Job Description for Service Manager(s)

About Baby Bank Network

Baby Bank Network was set up in Bristol in June 2015 to help alleviate child poverty and support families at what may be a time of financial and emotional stress, whilst reducing waste and promoting reuse of items. We collect baby clothes, toiletries, equipment, cots, prams and toys that are pre-loved and outgrown, and pass them on to families in need. We receive referrals from health visitors, children's centres and other local professionals who work with vulnerable families. We are proud to have helped our 12,500th family in May 2026.

Key Responsibilities

Baby Bank Network is seeking a dynamic **Service Manager(s)** to join our team in Fishponds, Bristol. This role is vital to ensure the smooth running of our hub, enabling us to support more families across the city. We are looking to recruit 2 people for a total of 30-40 hours a week in total, and are open to flexible working arrangements, part-time and job shares.

As our Service Manager, you will:

- **Coordinate our hub** making sure it is organised and well stocked
- **Manage our team of volunteers** to sort donations and pack orders
- **Ensure efficient and safe service delivery** including donations coming in and referrals going out
- **Collaborate with our team**, particularly our Office Manager, Admin Assistant and Delivery Driver, to keep the wider service running smoothly.

Salary: £26,500 FTE per annum

Hours and Flexibility: We are looking to recruit 2 people for a total of 30-40 hours a week. We are open to discussing flexible working arrangements for this role, including full-time hours, part-time hours, or a job-share partnership. Please let us know your preferred working pattern in your application.

Core working hours: Our core service hours are 9.30-2.30, Monday to Friday, with team meetings on Wednesday mornings. Exact schedules can be flexible around these core hours.

Location: Bristol (our premises are just off Fishponds Road)

Holiday Entitlement: 26 days paid holiday plus public holidays pro rata

Reports to: CEO

Proposed start date: ASAP. Please let us know your preferred date in your application.

CORE DUTIES AND RESPONSIBILITIES

Service and Volunteer Management

- Co-ordinate the referrals process, maintaining excellent relationships with referral partners and partnership organisations to ensure our services are well-used and of high quality.
- Manage, train, induct and supervise volunteers, ensuring sufficient volunteer cover is in place for daily operations.
- Help to host and facilitate corporate volunteering days.

Stock and Safety

- Lead the organisation of the hub, ensuring items are in excellent condition, prepared for delivery and collected/delivered in agreed timescales.
- Work with our Delivery Driver to make sure that delivery service is maximised.
- Carry out, or delegate, the safety checking of cots, prams, high-chairs and stair-gates.



- Ensure that our premises is a clean and safe working environment, complying with Health and Safety legislation and Baby Bank Network policies and procedures.
- Monitor stock levels, keeping an up to date “wish list” for the comms team.
- Work with the office team to purchase essential items (eg mattresses) or source spare parts.
- Maintain safety log databases, documentation and guidelines for sorting and packing items to ensure that health and safety standards are met.
- Ensure that excess or unsuitable donations are passed on to partner charities or disposed of responsibly.

General Duties

- Support the general operations of Baby Bank Network
- Actively participate in team meetings offering ideas for service improvements
- Collaborate with the core team on strategic decisions and input into strategic development.
- Work closely with our Office Manager and provide holiday/sickness cover for essential aspects of this role
- Attend occasional events or training that are relevant to the role
- Perform additional tasks as requested by the CEO, in line with the role’s responsibilities

PERSON SPECIFICATION

We are seeking someone enthusiastic, practical and highly organised. We value potential as much as experience, and so if you meet most but not all of the criteria, we encourage you to apply. We are committed to providing training and development opportunities to help you succeed in this role.

- Experience of coordinating service delivery, logistics or operations.
- Experience of coordinating and motivating teams of volunteers.
- Proven ability to communicate effectively, both verbally and in writing
- Excellent organisational and prioritisation skills, with the ability to manage a busy workload.
- Good practical hands-on skills (comfortable with the physical aspects of handling and checking baby equipment such as cots and prams or clothes, ensuring compliance with safety standards).
- Excellent IT skills. Ideally familiar with Google Workspace (Gmail, Drive, Google Docs, Sheets). Willingness to learn new packages such as Trello.
- Ability to work independently and collaboratively, both in-office and with remote team members.
- Ability to work flexibly and respond to the needs of a small charity as they change and grow.
- Excellent attention to detail and accurate record keeping.
- Alignment with Baby Bank Network’s values, policies and ethos.
- Knowledge and experience of implementing good health and safety practice.
- Ability to work on own initiative as well as part of a team.

HOW TO APPLY

Please send a **cv and a cover letter** to jobs@babybanknetwork.com. In your cover letter, please outline :

- why you would like to join Baby Bank Network;
- how your skills and experience make you a good fit for the role (including examples);
- your preferred working pattern (full-time, part-time, job share, working hours); and
- your availability in the week commencing 13th July should we invite you to interview.

Deadline: Thursday 9th July at midday.