



# HEAD OF OPERATIONS

APPLICANT INFORMATION PACK





## WELCOME FROM EMMA REVIE, CHIEF EXECUTIVE

The work of our foodbank network is inspiring but we face significant challenges ahead. Between 1<sup>st</sup> April 2017 and 31<sup>st</sup> March 2018, The Trussell Trust's Foodbank Network distributed 1,332,952 three day emergency food supplies to people in crisis, a 13% increase on the previous year. 484,026 of these went to children.

I want to see the end of the need for emergency food services in our country, to work with Government to ensure that our benefits system provides a genuine safety net for people and work is paid a fair wage, allowing individuals and families to thrive rather than just stave off crisis.

Although the recent Budget marked a positive step forward, there is still much more to be done and we will continue to work through the foodbank network to bring further change.

Working for The Trussell Trust means making a difference in people's lives. To continue our vital work, we rely on a team of dedicated people. Come and join one of the fastest growing charities in the UK!

A handwritten signature in black ink that reads "Emma Revie".

**Emma Revie**  
Chief Executive



## INTRODUCTION TO THE TRUSSELL TRUST

Thirteen million people live below the poverty line in the UK, with individuals going hungry every day for a range of reasons, from benefit delays to receiving an unexpected bill on a low income.

The Trussell Trust's mission is to bring communities together to end hunger and poverty in the UK by providing compassionate, practical help whilst challenging injustice.

The Trussell Trust supports a network of over 400 foodbanks run by local community groups and charities across the UK, giving emergency food and support to people in crisis across the UK, where thirteen million people live below the poverty line. In the last year we gave 1,332,952 three day emergency food supplies to people in crisis.

We've been supporting our Foodbank Network to develop into community hubs, providing people in need with emergency food and a range of support in one location and helping to break the cycle of poverty.

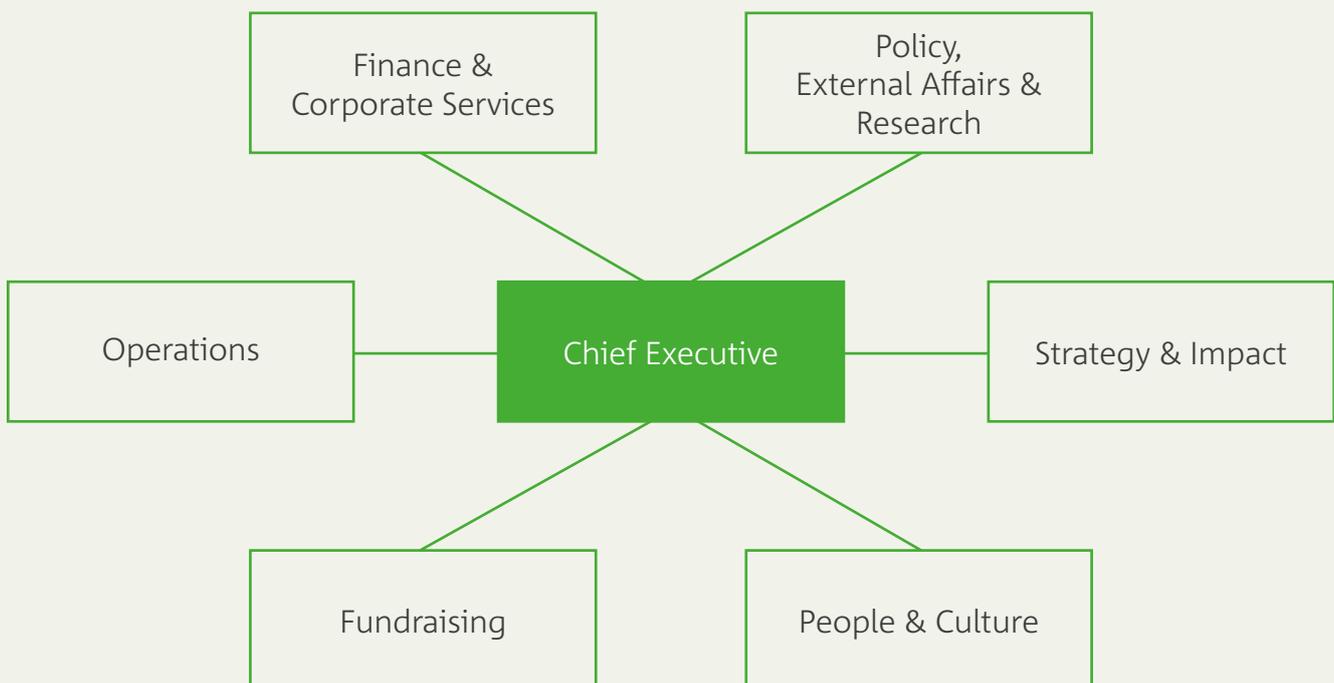




## HOW WE WORK

Our head office is based in Salisbury, Wiltshire, with satellite offices in London and Coventry and team members based across the UK.

Our support for over 420 foodbanks across our network is delivered through six directorates reporting into our Chief Executive;





## VISION, MISSION AND VALUES

### OUR VISION:

To end hunger and poverty in the UK.

### OUR MISSION:

Bringing communities together to end hunger and poverty in the UK by providing compassionate, practical help with dignity whilst challenging injustice.

### OUR VALUES:

The Trussell Trust is committed to **community** built on **diversity, tolerance, cooperation,** and **mutual respect**; we want to contribute to society and demonstrate social responsibility. Our values are important to us, and we aim to live them out in all areas of our work.

We are **passionate** about what we do and the difference it makes in the lives of others

We are **compassionate**; we give selflessly and put others before ourselves

We hold ourselves **accountable**: we acknowledge and assume responsibility for actions, decisions, and consequences – as individuals and as an organisation.

We are **innovative**, with the ambition to pursue new and creative ideas that have the potential to change lives for the better.

We **empower** and **encourage** staff, volunteers and clients to take the initiative and achieve their best, in a safe environment where mistakes are viewed as learning opportunities.



# THE ROLE

**Directorate:** Operations

**Responsible to:** Director of Operations

**Responsible for:** A team of six Operations Managers

**Hours:** Full-time (37.5 hours per week)

**Based:** Salisbury (up to 40% of time at HQ and 40% travelling in other areas of the UK.  
Location potentially subject to negotiation.)

## ROLE OUTLINE

The Head of Operations leads the team of six Operations Managers across the UK to deliver a programme of projects and support to the foodbank network. The Head of Operations is responsible for furthering the Trussell Trust's mission through the consistent delivery of projects, systems and processes, and for ensuring that the Trust manages growth safely and effectively, adapting in response to the needs of the network and clients.

## RESPONSIBILITIES

- Lead a high performing team of six Operations Managers across the UK
- Ensure the delivery of strategic partnerships with foodbanks, local and national stakeholders, and referral agencies
- Ensure the delivery of a portfolio of projects available to the foodbank network aimed at supporting clients and breaking the cycle of poverty and hunger in the UK
- Ensure consistent uptake of the systems in place to record foodbank use, enabling the monitoring and evaluation of the impact for foodbank clients
- Ensure consistent quality assurance of all foodbanks and projects
- Ensure the development and maintenance of mechanisms, including consultation and advisory boards, to hear the voice of the foodbank network
- Ensure the development of regional meetings providing foodbanks opportunities to share good practice and new initiatives, and equipping them through training and conference events to work towards ending hunger and poverty in the UK
- Assist the Director of Operations in the forecasting, planning, monitoring and delivery of the Operations budget
- Provide leadership, direction, support and line management to the operations managers, including regular 1:1s and annual reviews to ensure objectives and targets are met
- Develop a culture of innovation, resourcefulness and best practice to make the best use of time and skills in the team
- Promote collaborative working across the team and with other teams across The Trussell Trust

Any other reasonable duties as specified by the line manager to support the work of the Trust.



## THE PERSON

Requirement	Measures of success (Key Performance Indicators)
<p>Operate at senior level in a complex third sector organisation, with a proven track record in leading a team to deliver a range of services.</p> <p>Senior level experience of leading delivery programmes nationally and locally, and of creating step-change growth in service reach and impact.</p> <p>Expertise of significantly growing services and programmes; leading, motivating and inspiring teams; leading culture change, and overseeing processes &amp; systems.</p> <p>Complex project or programme management to drive change.</p> <p>Senior level experience developing service quality in a public-facing not-for-profit organisation.</p>	<p>Length of service in similar role</p> <p>Evidence of targets met</p> <p>Demonstrate emotional intelligence required in the role</p> <p>Evidence of knowledge of, and ability to use, a range of research tools, methods, networks and other resources</p>
<p>A strong sense of responsibility; meticulous in timely compliance with regulations and requirements</p>	<p>Demonstrate a good understanding of the principles underlying Charity Commission regulations, GDPR, other applicable legislation and best practice; able to identify situations where any risk of non-compliance/adherence may arise</p>
<p>Ability to establish credibility quickly with a range of stakeholders</p> <p>An effective communicator, verbally and in writing. Diplomatic and with the interpersonal skills required by the role</p>	<p>Good interpersonal skills, communicative and approachable; written communication is succinct and convincing</p>
<p>Numerate, comfortable with data, and with the ability to handle significant budgets</p>	<p>Successfully interpret project budgets and present information in accurate and accessible ways</p> <p>Understand principles of full cost recovery</p>
<p>Good working knowledge of a CRM system</p>	<p>Experience of using Salesforce, iAudit or similar cloud-based management software tool</p>



Requirement	Measures of success (Key Performance Indicators)
<p>Ability to manage multiple projects, identifying conflicting demands and establishing clear priorities in order to meet agreed objectives</p>	<p>Deliver key outputs and respond to requests in a timely fashion</p> <p>Clear idea of priorities; manages own and team's time appropriately</p>
<p>Is able to work through challenges in positive and effective ways</p> <p>Passionate about the work of the Trussell Trust and is sympathetic to its values and ethos</p>	<p>Demonstrates resilience, resourcefulness, flexibility and perseverance</p> <p>Demonstrates personal integrity and commitment to the values of the Trust</p> <p>Demonstrates empathy for people from disadvantaged, marginalised or socially-excluded backgrounds</p> <p>Able to represent the Trust and its values effectively</p>
<p>Commitment to occasional need to work outside of normal working hours and frequent (min. weekly) travel throughout the UK</p>	<p>Willing to be available for work related travel</p>



# BENEFITS OF WORKING WITH US

£40,000 - £45,000 P.A. PLUS BENEFITS

People are the most important thing The Trussell Trust has – without our people we could not achieve any of our goals.

Our people are passionate about our cause and the difference it makes in the lives of others. The benefits package we offer employees to support them in delivering their crucial role includes the following:

## **Personal development programme**

Continuous Personal Development is actively encouraged and training opportunities explored

## **Pension**

Matched contributions up to 8%

## **Health scheme**

Allows employees to claim money off healthcare bills.

## **Enhanced sick pay**

Four weeks of contractual hours on full pay and four weeks of contractual hours on half pay after completion of probationary period, remainder at statutory rate

## **Enhanced contractual leave**

Five additional days above statutory entitlement (33 days in total including bank holidays) [pro rata for part-time hours]

## **Potential to buy/sell contractual leave**

Up to five days (pro rata)

## **Enhanced maternity/paternity/adoption/shared parental leave pay**

100% of earnings for the first eight weeks, 50% of earnings for the next twelve weeks, remainder at statutory rate

## **Flexible working**

Core hours 10am – 4pm where role allows & in agreement with line manager

## **Group life [death in service] scheme**

Three times annual salary to nominated beneficiaries

## **Plus**

Three paid days of compassionate leave.



## HOW TO APPLY

If you feel you have the required passion, energy and enthusiasm to help us bring an end to poverty and hunger, then you're on your way to becoming part of something that will make a real difference to people's lives.

To apply for the role please go to [www.trusselltrust.org/jobs](http://www.trusselltrust.org/jobs) and click on 'Apply for this job' by the role details. This will take you through to our online Applicant Tracking System (ATS). You need to complete the ATS process in one go so it may help you to prepare the following before you start:

- Current employer
- Position in organisation
- Length of notice
- Give a brief outline of the responsibilities associated with your current role (no more than 150 words)
- Explain your interest in the position and give details of any relevant experience you have (no more than 150 words)
- Then separately upload your CV and a letter outlining why you are just who we are looking for.

If you have questions about this position please call 01722 580 209 or email [people@trusselltrust.org](mailto:people@trusselltrust.org).

[www.trusselltrust.org/jobs](http://www.trusselltrust.org/jobs)

The Trussell Trust is Reg. Charity in England & Wales (1110522) and Scotland (SC044246). Reg. Ltd. Co. in England & Wales (5434524)