



AREA MANAGER (KENT, SUSSEX PLUS SOUTHERN/EASTERN SURREY)

APPLICANT INFORMATION PACK





WELCOME FROM EMMA REVIE, CHIEF EXECUTIVE

The work of our foodbank network is inspiring but we face significant challenges ahead. Between 1st April 2017 and 31st 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!

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.

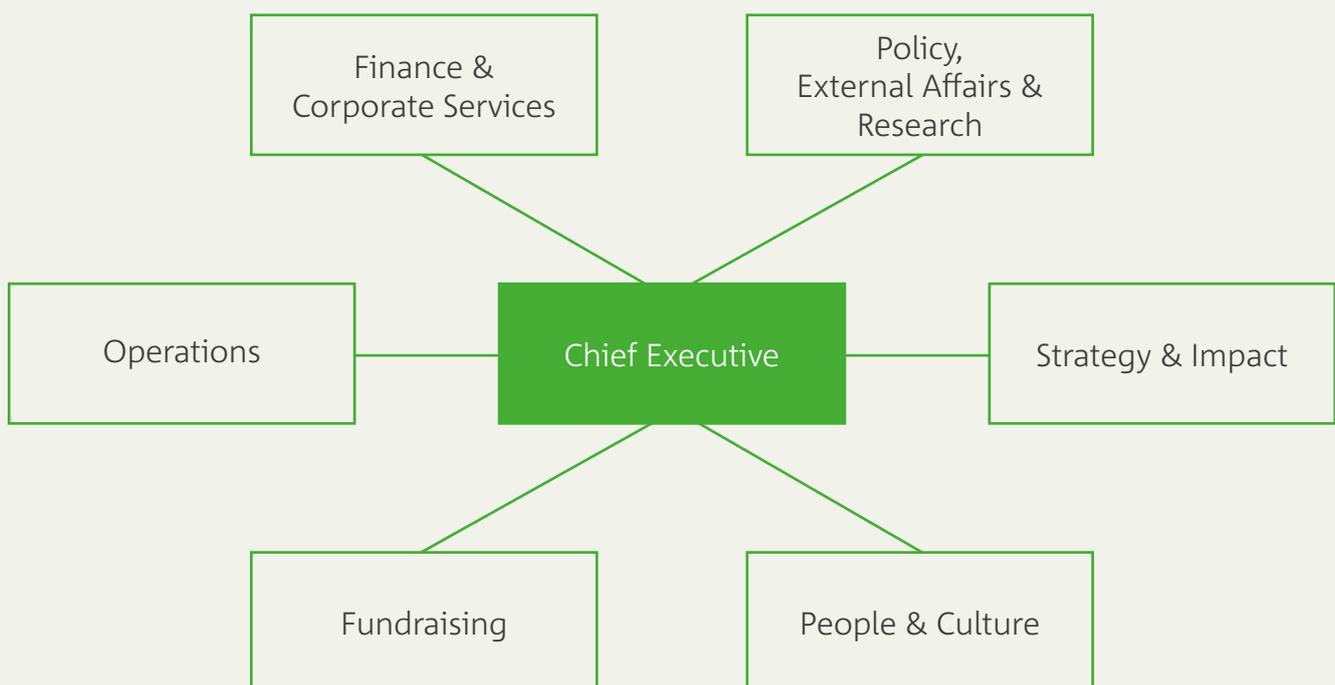




HOW WE WORK

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: Operations Manager, SE England

Responsible for: No direct reports

Hours: Full-time (37.5 hours per week)

Based: The role will be home based with extensive travel across Kent, Sussex plus Southern/Eastern Surrey

ROLE OUTLINE

Ensuring the delivery of the 10 point promise to the England foodbank network. Delivering services, including the More Than Food Programme, to Trussell Trust foodbanks and other organisations through regional clusters, mainly but not exclusively in Kent, Sussex and South/East Surrey.

RESPONSIBILITIES

Developing

- Promote new initiatives designed to help deal with the causes of poverty to foodbanks and other organisations
- Assist foodbanks to develop their offering to clients by providing advice and support through new initiatives
- Identify and report on local opportunities for working with other organisations with a view to enhancing the services being offered through the Trussell Trust Network
- Investigate and follow up potential recruits for Trussell Trust services and programmes
- Undertaking quality assurance visits of foodbanks and MTF programmes where appropriate, and associated reporting
- Train and support foodbanks to run Trussell Trust licenced services and to develop their own services and partnerships
- Act as first point of contact in assisting foodbanks to deal with complaints

- Join temporary work teams as and when agreed with Managers to assist the development and piloting of new initiatives

Co-ordinating

- Monitor Trussell Trust foodbanks, build and maintain relationship and communication with governing charities, and provide support and advice as required
- Organise, and chair regional conferences, clusters or events to promote co-operation and sharing of good practice, coordinate new opportunities for additional services including the MTF programme
- Develop relationships with local partner charities regionally

Fundraising

- Support Trussell Trust focused fundraising activities being delivered locally
- Undertake talks to raise awareness and funding



Planning & reporting

- Provide regular routine reports as directed
- Provide monitoring and evaluation of MTF implementation
- Develop a targeted plan for the region, in partnership with Operations Manager
- Report to Operations Manager significant issues and concerns of franchises in the region

Contribute to the wider growth and development of the Trussell Trust network

- Attend conferences, exhibitions, and other events on behalf of the Trussell Trust.
- Contribute to the development of national foodbank network services and MTF programmes.
- Liaise with companies and organisations for the direct benefit of the Trussell Trust and its network
- Meet with politicians and other key stakeholders as needed in the region.
- Undertake re-deployment as agreed to short-term project work involving research and development of value to the wider charity.
- Support development in other regions as need arises

Marketing

- Respond to enquiries from churches and appropriate organisations
- Brief enquirers about the full range of the Trussell Trust franchise and MTF offers
- Undertake media interviews as required to highlight current issues and initiatives

Key Skills

- Ability to plan, organise, and manage new and innovative projects

- Competent and efficient use of IT
- Excellent communication & presentation skills
- Strong interpersonal skills
- Ability to deal with vulnerable people empathically
- Effective communicator - both written and oral
- Able to negotiate successfully at a high level
- Well organised and able to juggle competing priorities

Personal Attributes

- Ability to work unsupervised
- Ability to work under pressure and to deadlines
- Honesty and integrity
- Commitment to the Trussell Trust and its ethos
- Team worker with flexible approach to role and its future development

Training

- Induction training
- Strategy, planning, and development training
- IT training as required
- H&S and Environmental Health training as appropriate
- MTF initiatives
- Safeguarding

Practicalities

- You will be home-based or in a designated regional location as appropriate, but the role will require a significant amount of travel, including occasional overnight stays
- We will provide a laptop and mobile phone
- Job-related expenses claimable

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)
Ability to plan and manage innovative projects	Successful implementation and delivery of new and current projects
Ability to negotiate successfully at a high level	Successful engagement with key stakeholders in Kent, Sussex and South/East Surrey leading to beneficial outcomes and productive relationships
Excellent communication and interpersonal skills Effective presentation skills	Effective and considered communication with all internal and external stakeholders. Demonstrates effective influencing and negotiating behaviours Deals with complaints effectively and sensitively
Ability to market the services offered by The Trussell Trust	Uses well-established relationships effectively to achieve growth and successful delivery of Trussell Trust services
Team worker with a flexible approach to the role and its future development	Proactive and considered communication with other members of the Area Manager team, the Operations Manager and the wider Trussell Trust organisation
Ability to work unsupervised Ability to work under pressure and to deadlines Well organised and able to juggle competing priorities	Delivers key outputs and responds to managerial requests in a timely fashion Has a clear idea of priorities and manages time appropriately
Honesty and integrity Commitment to The Trussell Trust and its ethos	Represents the Trust and its values effectively Establishes strong relationships with a range of faith and non-faith groups
Competent and efficient use of IT	Produces clear and well organised documents using approved Trussell Trust formats Submits regular informative monthly reports



BENEFITS OF WORKING WITH US

£32,955 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

To support sustainable living while having a family we offer enhanced pay while on leave. Please do contact us if you would like further information.

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 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.

www.trusselltrust.org/jobs

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