



## AREA MANAGER (SOUTH AND WEST LONDON)

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, appearing to read 'Emma Revie'.

**Emma Revie**  
Chief Executive



# INTRODUCTION TO THE TRUSSELL TRUST

The most recent measures show more than 14 million people\* in the UK are currently living in poverty, 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 fourteen 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.

\*14.2 million people in the UK population are in poverty. The Social Metrics Commission, 2018

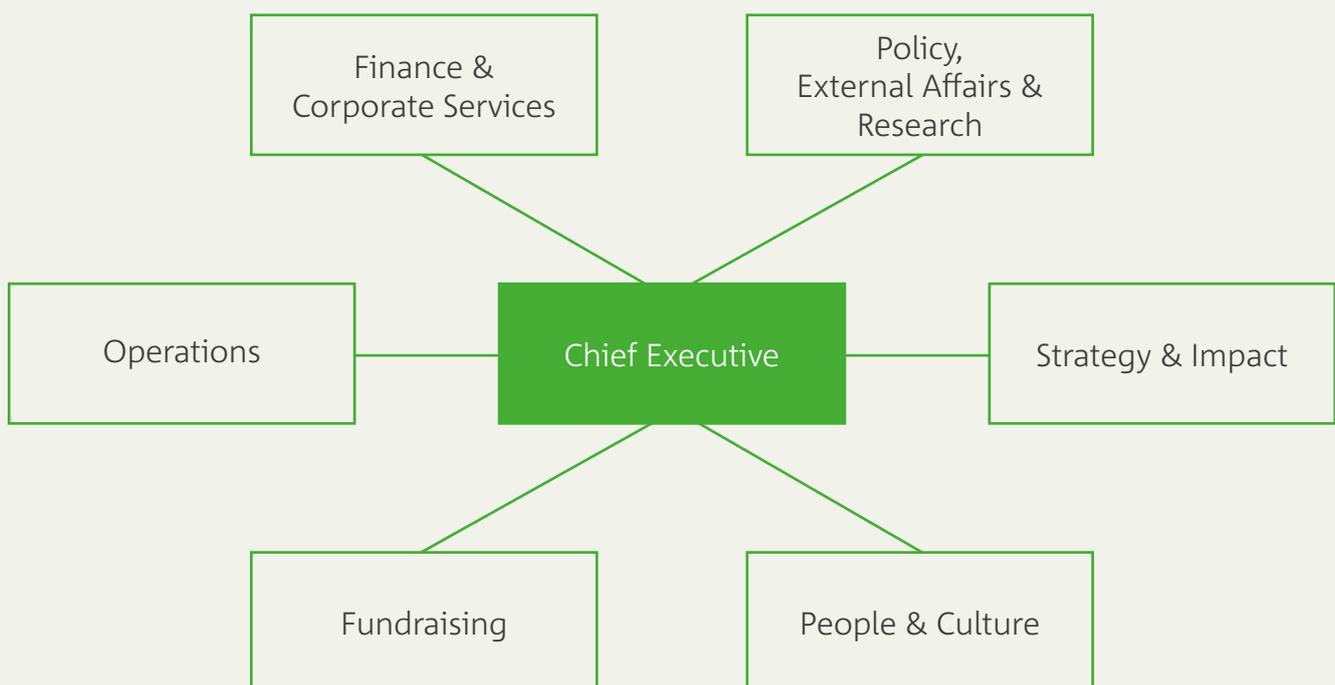




## HOW WE WORK

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 South and West London

## ROLE OUTLINE

Ensuring the delivery of vision of The Trussell Trust to end hunger in the UK by: Delivering support and services to Trussell Trust foodbanks and other organisations through individual meetings, Quality Assurance and development visits, regional clusters and training sessions and national conferences.

## RESPONSIBILITIES

- Assist foodbanks to develop their offering to clients by providing advice and support through new initiatives and partnerships
- Ensure The Trussell Trust model is operating to a high standard in foodbanks and their centres by: building and maintaining relationships, training and upskilling Project Managers and volunteers; communicating with governing charities and encouraging robust governance practices, and provide appropriate support and advice as required
- Undertake annual Quality Assurance/development visits, produce accompanying reports and support foodbanks to deliver the required outcomes
- Act as first point of contact in assisting foodbanks to deal with complaints and other significant issues
- Organise and chair regional conferences, clusters or events to promote co-operation and sharing of good practice
- Contribute to the development and promotion of national foodbank initiatives and support foodbanks with grant application processes, as required
- Develop positive relationships with politicians, external agencies and media organisations as required to promote The Trussell Trust's mission and vision
- Maintain regular reports and administrative documents and update systems as required
- Participate in regular 1:1s and annual reviews, contributing to the identification of objectives and targets, and monitoring of progress towards them
- Actively contribute to a culture of innovation, resourcefulness and best practice to make the best use of time and skills in the team
- Promote collaborative and flexible working across the team and the wider 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>Excellent communication and interpersonal skills</p> <p>Persuasive and effective presenter and trainer</p>	<p>Effective and considered communication with all internal and external stakeholders, particularly the foodbanks throughout the network, demonstrating an understanding of appropriate communication to all levels</p> <p>Demonstrates effective influencing behaviours and is able to express the Trust's vision and policy in all forums</p> <p>Deals with complaints effectively and sensitively. Knows when to escalate to a higher or appropriate level and feeds back any lessons learned to the wider Foodbank Network</p>
<p>Is confident and self-motivated</p>	<p>Demonstrates the ability to work independently within the parameters set by the Operations Manager, in conjunction with the Head of Operations</p>
<p>Ability to plan and manage innovative projects</p> <p>Ability to work unsupervised</p> <p>Well-organised and able to juggle competing priorities</p>	<p>Successful implementation and delivery of new and current projects</p> <p>Delivers key outputs and responds to managerial requests and those of their foodbanks in a timely fashion</p> <p>Stays calm under pressure</p> <p>Has a clear idea of priorities and manages time appropriately</p>
<p>Ability to market the services offered by The Trussell Trust</p>	<p>Uses well-established relationships effectively to achieve growth and successful delivery of Trussell Trust services</p>
<p>Team worker with a flexible approach to the role and its future development</p>	<p>Proactive and considered communication with other members of the Area Manager team, the Operations Manager and the wider Trussell Trust organisation</p>



## THE PERSON

Requirement	Measures of success (Key Performance Indicators)
<p>Competent and efficient use of IT, particularly the main Microsoft Office programs</p>	<p>Collates data efficiently and liaises with colleagues as required</p> <p>Produces clear and well organised reports and spreadsheets using approved Trussell Trust formats</p>
<p>Is able to work through challenges in positive and effective ways</p> <p>Clear understanding of the need to maintain confidentiality</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 travel throughout the UK</p> <p>Holds a valid driving licence for the UK and has access to a car</p>	<p>Willing to be available for work-related travel</p>



# 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.

## **Cycle to Work Scheme**

Save up to 42% on the cost of bikes and equipment

## **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](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)