



# HEAD OF LEARNING & TALENT DEVELOPMENT

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!

**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.

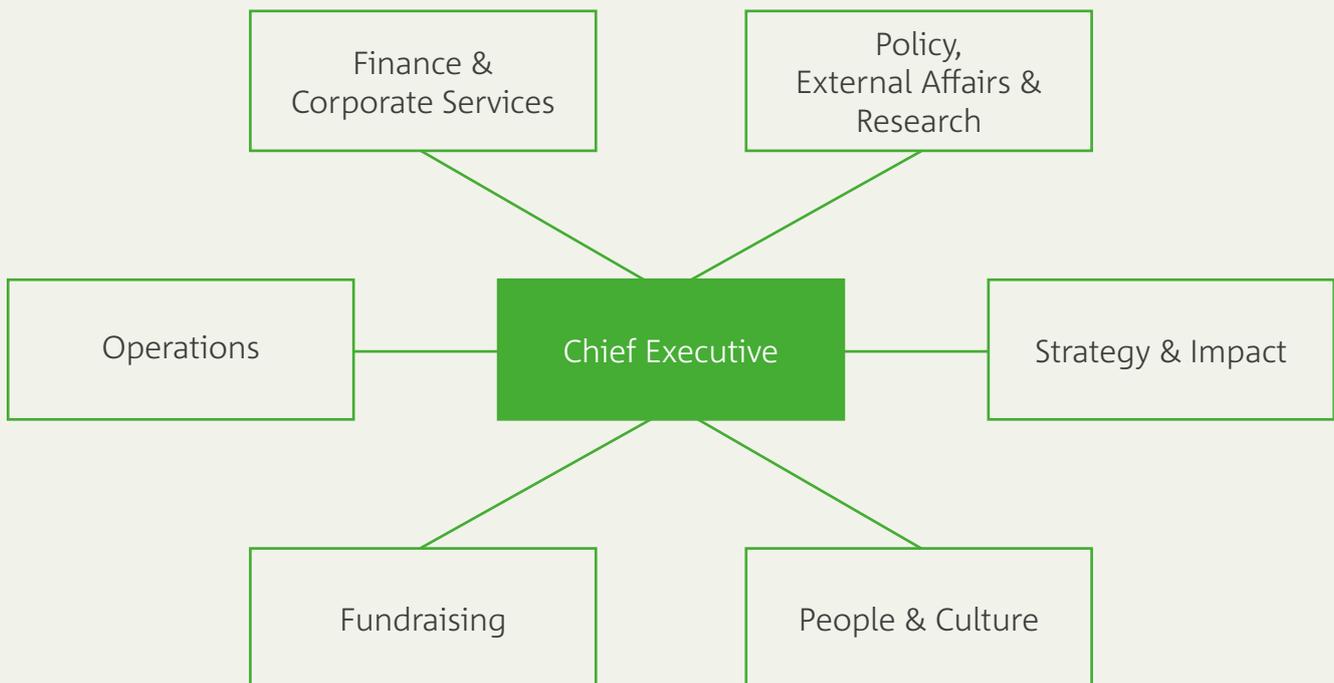




## HOW WE WORK

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:** People & Culture

**Responsible to:** Director of People & Culture

**Hours:** Full-time: 37.5 hours per week, with occasional requirement to work outside office hours

**Based:** London and Salisbury, with some travel across the UK

## DIMENSIONS

**Financial:** c. £180k centralised L&D budget inc. staff costs

**Staff:** Learning & Development Co-ordinator (1 FTE)

**Role Scope:** service delivery across 140 staff

## JOB PURPOSE

Align learning and talent development strategies with Trussell Trust and people team objectives to enhance productivity and performance, maximise opportunities and potential, and meet changing organisational needs in line with our values.

## PRINCIPAL ACCOUNTABILITIES

- Lead on workforce planning activities to identify and continuously review organisational skills requirements and learning needs.
- Devise and lead on the implementation of a blended talent management strategy to support the organisation in meeting its overarching objectives.
- Oversee and continuously review a talent management programme to establish career pathways, cultivate leadership capacity, and ensure retention of high performers through access to personal development opportunities such as coaching and mentoring, networking, talent rotation, and secondments.
- Develop and maintain talent pools and pipelines offering clear routes of progression to support high performers in remaining creative, energised, engaged, and motivated in the context of an organisation with a flat management hierarchy; develop and maintain talent communities in support of future resourcing objectives.
- Collaborate with senior leaders and key stakeholders to implement and maintain a systematic approach to succession planning.
- Oversee the delivery of the organisation's L&D proposition and supporting initiatives, leveraging innovative digital solutions and up-to-date research on learning strategies to ensure optimum efficacy.

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# THE ROLE

## PRINCIPAL ACCOUNTABILITIES (CONTINUED)

- Continuously review and make recommendations for the integration of resourcing, learning and development, engagement, diversity and inclusion, performance, and talent management strategies to optimise alignment and mutual reinforcement.
- Implement systematic data collection and analysis to track the return on investment of talent development activities through the measurement of indications of organisational success (e.g., productivity); generate insights on the relative contributions of each of the six phases of the talent management loop to support decision-making.
- Enhance and embed a culture of learning that encourages commitment to personal and professional development, innovation in working practices, and a collaborative approach to problem-solving across the organisation.

Any other reasonable duties identified by the line manager to support the work of the Trussell Trust.

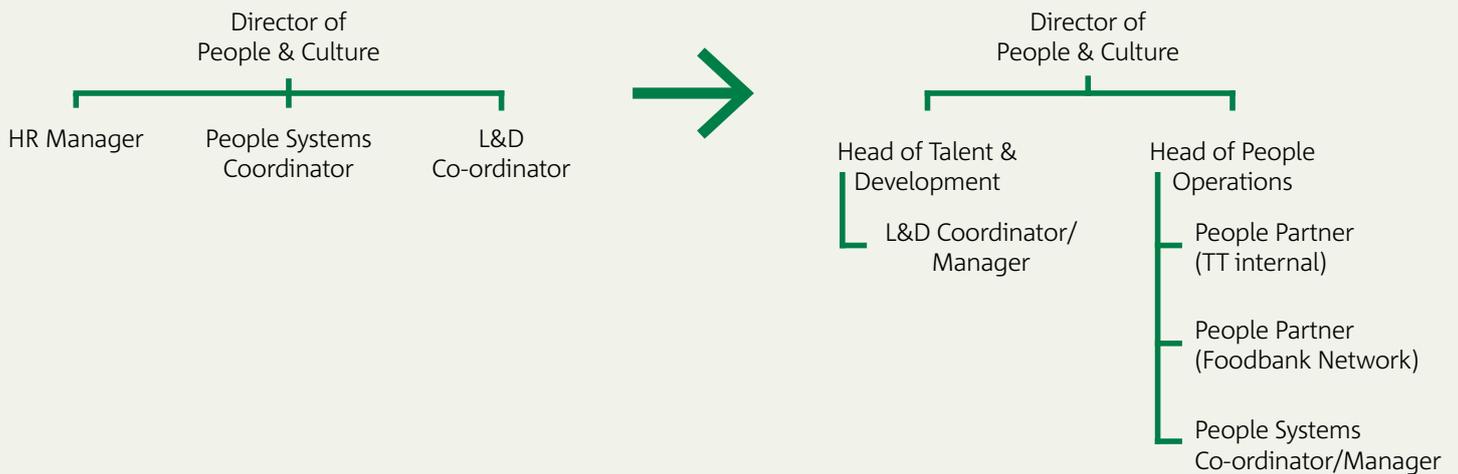


# THE ROLE

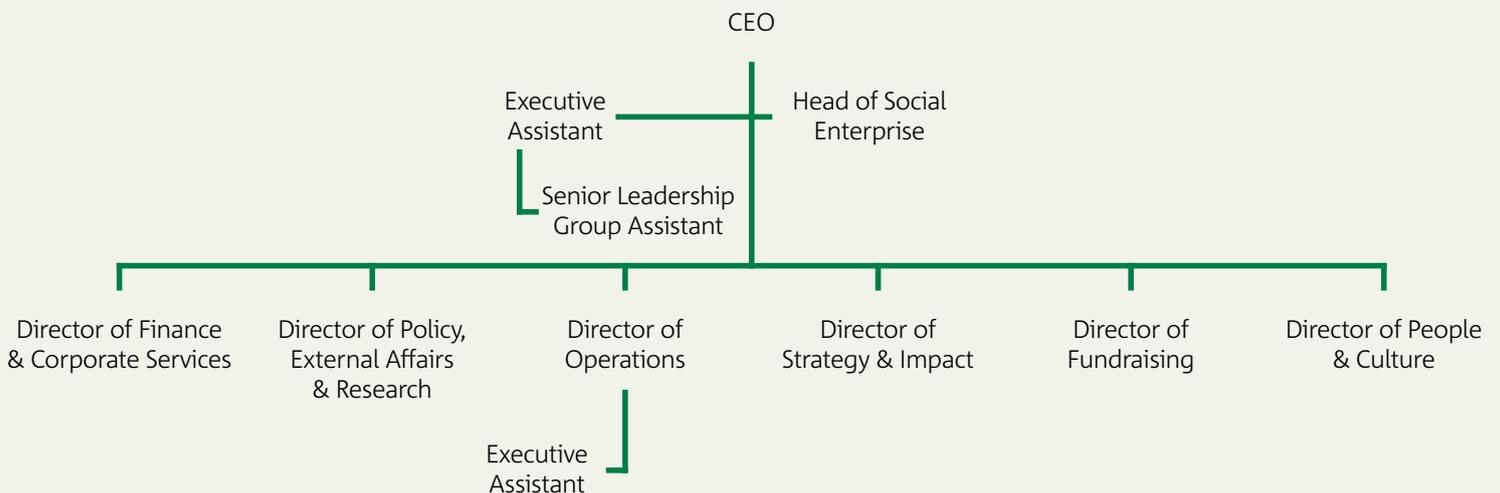
## CONTEXT

Innovative second-tier, third sector organisation consolidating an extended period of growth and development, with exciting opportunities and challenges still ahead. Strong and well-aligned trustee board and staff team; hard-working and high-performance yet collaborative and people-first culture. Opportunity to exercise a high level of creativity and autonomy building on a successful employee value proposition and favourable retention rates with a ground-up, integrated learning and talent development strategy.

This role represents the first phase in a three-year department structure transition:



The People and Culture team is one of six directorates reporting in to the Chief Executive:





# SKILLS, QUALIFICATIONS, KNOWLEDGE AND EXPERIENCE

Requirement	Essential	Desirable
<b>Relevant knowledge and experience</b>		
Extensive and highly-developed specialist knowledge of the principles of talent management and learning and development gained in the context of an HR/L&D/OD function	✓	
Experience of developing and implementing integrated learning and talent development strategies, policies, and systems	✓	
Experience of leading cultural change programmes and embedding new initiatives	✓	
Experience of developing and implementing a programme of targeted learning interventions	✓	
Up-to-date knowledge of digital learning platforms and blended learning approaches, effective learning transfer strategies, current trends and recent developments	✓	
Experience of operating at a strategic leadership level	✓	
Experience of operating at a strategic leadership level within a third sector organisation		✓
<b>Qualifications</b>		
Minimum level 7 qualification in L&D, talent management, leadership, organisation development or related field (or equivalent experience)	✓	
<b>Aptitude, skills, and abilities</b>		
Strong communication skills: persuasive and influential; diplomatic; effectively builds rapport with individuals and groups; presents information accessibly and in a format appropriate to the audience	✓	
Highly developed interpersonal skills: able to build and manage relationships and network effectively; promotes a collaborative team environment; resolves conflict and represents alternative points of view	✓	



Requirement	Essential	Desirable
<b>Aptitude, skills, and abilities (continued)</b>		
Confident interrogating systems and extracting meaningful HR metrics to demonstrate value and ROI; familiar with a range of research tools, data analysis methods, and other resources	✓	
Strong leadership skills: articulates a clear vision and strategy with authenticity; motivating, inspiring, and encouraging; challenging and decisive	✓	
Agile thinker: incisive; able to switch between strategic and tactical modes and to critically analyse information; open to change and new ideas	✓	
Highly organised; capable of managing a broad portfolio of activities	✓	
Numerate and confident in budget management	✓	
Broad knowledge and understanding of the third sector and current relevant issues	✓	
Specific knowledge and understanding of the UK food poverty arena		✓
Skilled in analysing learning needs and designing interventions appropriate to the third sector context		✓
<b>Personal attributes</b>		
Committed to ongoing professional development and to maintaining awareness of developments in the field: member of the CIPD. Self-aware, open to feedback, and personally resilient	✓	
Demonstrates a strong, visible passion and commitment to the Trussell Trust and its strategic objectives	✓	
Committed to diversity and inclusion, championing the principles of equality of opportunity	✓	
Demonstrates empathy for people from disadvantaged, marginalised or socially-excluded backgrounds	✓	



# BENEFITS OF WORKING WITH US

£42,000 – £48,000 PER ANNUM 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] and Christmas closure leave.

## **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

## **Staff Volunteering**

Five paid days per year to spend supporting another good cause.

## **Season Ticket Loans**

An interest-free loan to cover the cost of a public transport season ticket.

## **Plus**

Three days of significant life event leave and time off for dependants 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)