



HEAD OF PROGRAMME & PARTNERSHIP

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 2018 and 31st March 2019, The Trussell Trust's Foodbank Network distributed 1.6 million three-day emergency food supplies to people in crisis, a 19% increase on the previous year. More than half a million 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



WHAT WE DO

Our aim is to end hunger and poverty in the UK. We support a nationwide network of 1,200 food bank centres across the UK.

Together, we provide emergency food and support to people locked in poverty, and campaign for change to end the need for food banks in the UK for good.

In the UK, more than 14 million* people are living in poverty - including 4.5 million children. As a nation, we expect no one should be left hungry or destitute, and we owe it to each other to make sure the right support is in place when we need it most.

It's simply not right that we live in a society where so many people are locked in poverty.

Together, we can end hunger and poverty in the UK.

[*14.2 million people in the UK population are in poverty.](#)
The Social Metrics Commission, 2018

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 practice them in all areas of our work - from the way our food bank centres support people in crisis, to how we interact with our own staff.

We are **passionate** about what we do and the difference it makes. We are **compassionate**, giving selflessly and putting others first. We hold ourselves **accountable**, taking responsibility for our actions and decisions, and their consequences.

We are **innovative**, with the ambition to pursue new, creative ideas. We **empower** and encourage staff, volunteers, and clients to achieve their best in a safe environment.



HOW WE WORK

Our head office is based in Salisbury in Wiltshire, with satellite offices in London and Coventry.

We also have team members based across the UK supporting food banks at a local level.

Our support for the food banks in our network is delivered through six directorates, all of which report into our Chief Executive. These are:

- Operations
- Finance & Corporate Services
- Policy, External Affairs & Research
- Strategy & Impact
- People & Culture
- Fundraising

Whatever your skills or experience, there could be a role for you at the Trussell Trust.

OUR BENEFITS

Our people are the most important thing the Trussell Trust has. Without our staff, we couldn't achieve our goals and create change.

Our staff are passionate about their work and the difference they make to the lives of others. The benefits package we offer supports our staff professionally and personally.

Benefits include **matched pension contributions** of up to 8%, **group income protection**, **payroll giving**, **flexible working**, **season ticket loans**, and **enhanced contractual leave**.

To find out more about the full range of benefits we offer, visit www.trusselltrust.org/about/jobs/employee-benefits.



THE ROLE

Directorate: Operations

Responsible to: Director of Operations

Responsible for: 1 x Grant Funding Manager, 1 x Monitoring & Evaluation Manager

Hours: Full-time (37.5 hours per week)

Salary: £41,000-£46,000 per annum plus benefits

Based: Leeds



ROLE OUTLINE

The Head of Programme and Partnership is responsible for building and managing a strong and dynamic relationship with one of the charities key Corporate Partners, Asda, and charity partner Fareshare. The partnership is worth in excess of £20 million over 3 years, and includes rolling out new initiatives, securing cross-team support and co-operation, and building momentum. The role leads a high performing team, developing and delivering the strategic and operational objectives of the partnership in addition to maximizing the profile and enhancing engagement across the charity and network.

RESPONSIBILITIES

- Deliver excellent relationship management based on a robust and sustainable foundation between the charity, the Asda Fight Hunger Team and FareShare.
- Provide oversight and project management of the Asda partnership portfolio with support from the Director of Operations, to ensure agreed deliverables are met.
- Collaborate with Asda colleagues on the delivery of additional projects to benefit the wider FHCC programme.
- Lead and direct the charity's small and large grants portfolio, overseeing the disbursement of approximately £3 million worth of grants per annum to food banks within the network, managing current reporting systems and adapting processes and procedures as needed to drive impact.
- Responsible for ensuring cross team working to enhance the partnership through the conception, development and delivery of major integrated initiatives
- Plan and prioritise activities to cultivate strong relationships and maximise social return on investment.
- Maintain excellent records, analysing and presenting data to track progress against the agreed partnership KPIs and objectives and inform the development of the partnership.
- Represent the charity internally and externally at a senior level, reflecting the values and behaviours of the Trussell Trust
- Keep up to date with the messages, campaigns and initiatives of Trussell Trust, reflecting such across all communications



THE ROLE

RESPONSIBILITIES - CONTINUED

- Lead on the ongoing development of tools and practices to support better organisational data collection, reporting processes and learnings
- Empower excellence in cross-team working to identify and encourage take up of new opportunities in line with best practice and shared learning
- Coordinate a mixed portfolio of complex projects involving diverse stakeholders
- Participate in regular 1:1s and annual reviews, contributing to the identification of objectives and targets and monitoring progress towards them.
- Actively contribute to a culture of innovation, resourcefulness and best practice to make the best use of time and skills across the directorate.
- Promote collaborative and flexible working between all parties.

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



PERSON SPECIFICATION

Requirement	Measures of success
Strategic programme/partnership experience, with the ability to think ahead, set clear direction and formulate realistic objectives	Length of service in similar role and/or at senior level . Ability to develop and monitor the implementation of strategies, budgets and operational plans Evidence of objectives achieved
Able to manage complex professional relationships	Demonstrates aptitude and experience in cultivating and maintaining professional relationships with funders and colleagues
Strong track record of successful management of all reporting requirements associated with programme development and grants	Evidence of implementing robust reporting systems.
Ability to interpret data to inform decision making	Evidence of use of data to inform strategic planning at project and budget-wide level
Ability to lead development and delivery of funder communications plans	Evidence of developing and delivering effective communications/marketing plans to support corporate partnerships
Embraces and embodies innovation, stays on top of trends in the sector	Shows a good understanding of, and enthusiasm for, emerging trends and shows experience of past projects where emerging trends have been harnessed for results
A strong sense of responsibility; meticulous in compliance with regulations and requirements	Demonstrate a good understanding of the principles underlying the Charity Commission regulations, GDPR, other applicable legislation and best practice; able to identify situations where any risk of non-compliance/adherence may arise
An effective communicator able to communicate and influence others through both verbal and written media. Diplomatic and with the interpersonal skills needed in the role	Good interpersonal skills, communicative and approachable, written communication is succinct and convincing
Numerate, comfortable with data and the ability to handle significant budgets	Successfully interpret project budgets and present information in accurate and accessible ways
Good working knowledge of a CRM system	Experience of using Salesforce or similar CRM system
A confident line manager committed to staff development	Experience in previous roles, expresses confidently ability and skills required to manage multi-disciplinary team
Ability to manage multiple projects, identifying conflicting demands and establishing clear priorities in order to meet agreed objectives.	Has a clear idea of priorities and manages own and team's time appropriately
Excellent decision-making ability	Delivers key outputs and responds to requests in a timely fashion



PERSON SPECIFICATION - CONTINUED

Requirement	Measures of success
<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>Willing to be available for work related travel</p>



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

