



HEAD OF ICT (INFORMATION AND COMMUNICATIONS TECHNOLOGY)

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: Corporate Services

Responsible to: Director of Corporate Services

Responsible for: Project Coordinator

Hours: Full-time (37.5 hours per week)

Salary: £49,000 - £55,000 per annum plus benefits

Based: Salisbury or London



ROLE OUTLINE

The Trussell Trust's vision is to end the need for foodbanks in the UK. The Trust recognises the value of developing and maintaining excellent, responsive and user-led ICT infrastructure, systems, and innovation, to support the Trussell Trust in achieving its vision.

As a visible, engaging and business-facing leader, the Head of ICT will drive and deliver a successful ICT programme. This programme, which has already been established with external consultancy support, is getting ICT 'fit' to support the Trust's 2020 strategy. With a focus on delivery, the Head of ICT will lead and deliver this substantive transformation of ICT within the Trust.

RESPONSIBILITIES

- [20%] Operate as a trusted partner to the business, proactively identifying opportunities to support the improvement of service delivery through effective ICT projects & efficient ICT services. Provide strong, business-facing ICT systems leadership, delivering effective ICT improvement and enhancement. Take a lead role in the delivery of major business systems projects & ICT operations
- [20%] Manage external supplier performance and relationships. As a commercially and technically astute manager, the Head of ICT will deliver the agreed business strategy and technical architecture through an appropriate set of supplier contracts, improving on a complicated legacy position as opportunity arises (e.g. through competitive tendering for key services)
- [15%] Manage departmental budgets with focus on cost control and return on investment
- [20%] Work with external consultants to drive the ongoing ICT programme, providing an effective programme management office function through the in-house team. Provide monthly reporting to the senior leadership team, meeting as the Technology Programme Board
- [10%] Maintain and promote suitable technical architecture for agile, secure, robust, cost-effective delivery of services, to the Trussell Trust itself and to its associated foodbanks and their clients



THE ROLE

RESPONSIBILITIES - CONTINUED

- [10%] Supporting the Trussell Trust's Data Protection Lead, ensure the confidentiality, integrity and availability of the Trust's data, with particular focus on regulatory compliance including GDPR
- [5%] Other duties as may reasonably be assigned, appropriate to the role.
- Provide leadership, direction, support and line management to the team, 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.



PERSON SPECIFICATION

Experience	
Requirement	Measures of success
Ability to supervise, motivate and lead staff to high professional standards	Demonstrable experience of leading a team effectively
Experience of third-party supplier relationship, commercial and contract management	Evidence of effective supplier management
Experience of managing the full range of ICT services: including end user computing, networks and telecommunications, software development, information assurance and data protection	Demonstrable skills in business analysis, and the specification, implementation and evaluation of IT systems
Familiarity with both on-premise and cloud-based infrastructure and applications, with a strategic understanding of the issues involved in migrating from on-premise to public cloud hosting	Familiarity with current techniques, products and services for the delivery of infrastructure and applications to a diverse and dispersed workforce
Project and programme management experience	Delivery of projects on time, to budget and with quality Coordinates well with a cross functional team throughout development, launch and review phases
Desirable: a degree in an appropriate subject and/or relevant professional qualifications	

Skills and Attributes	
Requirement	Measures of success
Numerate, comfortable with data and the ability to handle significant budgets	Able to successfully interpret project budgets and present information in accurate and accessible ways
Excellent communication and interpersonal skills	Approachable; engaging presentation style; clear and succinct written communication; produces effective and audience-appropriate written materials; confident and persuasive negotiator
Ability to manage multiple projects, identifying conflicting demands and establishing clear priorities in order to meet agreed objectives	Delivers key outputs and responds to managerial requests in a timely fashion Has a clear idea of priorities and manages time appropriately Structured and methodical approach to problem solving
A strong sense of responsibility and meticulous about timely compliance with regulations and requirements	Demonstrates a good understanding of the principles underlying GDPR, other applicable legislation and best practice
Clear understanding of the need to maintain confidentiality Passionate about the work of the Trussell Trust and is sympathetic to its values and ethos	Demonstrates personal integrity and commitment to the values of the Trust Demonstrates empathy for people from disadvantaged, marginalised or socially-excluded backgrounds Able to represent the Trust and its values effectively
Commitment to occasional need to work outside of normal working hours and travel throughout the UK	Willing to be available for work related travel.



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

