



ICT PROJECT MANAGER

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

Department: ICT
Responsible to: Head of ICT
Responsible for: Project Coordinator
Hours: Full-time (37.5 hours per week)
Salary: Circa £40,000 per annum plus benefits
Based: Salisbury or London



ROLE OUTLINE

An exciting and dynamic Project Manager role that sits within the ICT team. The Trust has an emerging business strategy and is running a major technology programme collaboratively across the organisation to facilitate this. This role will lead in designing, testing, developing and managing the delivery of innovative new projects with a focus on systems that improve Food Bank operations, data collection - alongside insight / analysis. The position will also be responsible for project management of the trusts overall project portfolio; to include - innovation, infrastructure, back office system etc.

During 2019, the Trust has gone through substantial growth and transformation, including a thorough overhaul of its ICT provision. It has included the creation of a Technology Programme with clear governance; a number of projects spanning infrastructure, applications, ways of working and data protection; significant investment in both one-off capital expenditure and ongoing budgets; and now establishment of an in-house ICT team for the long term.

The current Infrastructure includes Windows 10, Office 365, Cisco WebEx videoconferencing, VoIP desktop telephony system at the Salisbury HQ. Major applications include Salesforce CRM and a custom-built Data Collection System (DCS), Upcoming initiatives include a Volunteer Management System and further enhancements to Salesforce, DCS and reporting capabilities.



THE ROLE

RESPONSIBILITIES

- Work closely with teams across the organisation to facilitate the creation of new propositions.
- Consolidating legacy items, manage and evolve the project portfolio; process / progress from ideas to delivery.
- Actively use market knowledge and experience to identify and anticipate opportunities that are commercially viable.
- Manage the project portfolio using a proactive methodology, so that we prioritise our best prospects whilst meeting targets and delivering within budget and to agreed milestones.
- Work with sponsors and team members to ensure that projects are subject quality assurance, supporter testing – leading into insight led refinement.
- Collaborate with staff across the organisation to identify new opportunities.
- Support development of business cases for new projects which will inspire support and productivity in a sustainable way.
- Ability to work within a small department within a dispersed, volunteer orientated organisation; interacting with a range of users - internal staff, foodbank representatives, external suppliers and consultants at a national level.
- 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 in the team
- Promote collaborative and flexible working across the People & Culture team and the wider organisation.
- Any other reasonable duties as specified by the line manager to support the work of the Trussell Trust



PERSON SPECIFICATION

Requirement	Essential	Desirable
Relevant knowledge and experience		
Experienced project manager, with demonstrable experience applying different project management tools, techniques and processes.	-	
A blend of Project, Change, Stakeholder and Technical skills.	-	
A flexible approach to project and programme delivery – able to apply different innovation and project management tools, techniques and processes.	-	
Experience in writing compelling business cases.	-	
Strong verbal communicator, able to adjust approach to suit different audiences.	-	
Ability to translate insight findings into compelling written and verbal stories to influence and persuade senior stakeholders.	-	
Skilled at leading and influencing multiple teams to deliver a customer facing approach to drive lifetime value / relationships.	-	
Experience of using and analysing supporter insight to ensure decisions are evidence based.	-	
Strong project documentation and reporting skills.	-	
Proven experience of having a customer centric / focused mind-set.	-	
A broad experience of technical solutions.	-	
Qualifications		
Educated to degree level or by experience		-
Recognised project management qualifications		-
Professional body membership		-
Experience working in the Charity Sector		-
Aptitude, skills, and abilities		
Innovative and creative	-	
Able to adapt to changing priorities	-	
Strong project management, change and stakeholder skills	-	
Excellent verbal and written communication skills	-	
Advanced evaluation skills	-	
Commercial focus with analytical skills	-	
Ability to work effectively across teams	-	



PERSON SPECIFICATION

Requirement	Essential	Desirable
Personal attributes		
Committed to ongoing professional development	-	
Supportive team-worker and facilitator	-	
Solution-focused	-	
Demonstrates a strong, visible passion and commitment to the Trussell Trust and its objectives	-	
Committed to diversity and inclusion, championing the principles of equality of opportunity	-	
Contribute to the effective and efficient running of the ICT Office as appropriate	-	
Represent the ICT Office appropriately across the organisation and the Trust to the wider community as appropriate	-	



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

