Regional Lead, London and South East England

Applicant Information Pack

www.trusselltrust.org
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!

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.

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 Compassion, Justice, Community and Dignity.

These are reflective of the values we see embodied throughout the Trussell Trust network of food banks.

Whilst we recognise that charities, churches and organisations running food banks may hold additional or distinctive values, these are the values which we hold together as a network, and by which we hold one another accountable.

*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 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: Operations
Responsible to: Head of Network Services
Responsible for: A team of Area Managers across the region plus the Project Manager of one Trussell Trust owned foodbank
Start date: 1 July 2020
Hours: Full-time (37.5 hours per week)
Salary: £40,170 per annum plus benefits
Based: The role will be home based, but extensive travel across the region and UK required

ROLE OUTLINE

The Regional Lead, London and South East England will play a central role in helping us achieve our vision for an end for the need for food banks in the UK.

This is a varied, proactive and fast-paced role which involves both the leadership of a dynamic team of Area Managers and volunteers, and the day-to-day coordination of region-wide projects and partnerships. They will be responsible for managing the Area Manager team across the South East and London, including providing coaching to enhance performance and holding regular 1:1s, in order to provide food banks with support that aligns with our approaches of service, collaboration, expertise and transparency.

They will oversee the delivery of regional projects and partnerships, including mobilising volunteers, as part of the Trussell Trust five-year strategy to help food banks reduce the need for their services locally. The role requires someone who thinks strategically to achieve results and is solutions-oriented in approach.
**THE ROLE**

**RESPONSIBILITIES**

**Strategic Leadership:**
- Lead the regional roll-out of the Trussell Trust’s five-year strategy to end the need for food banks, which includes a focus on the strategic themes of Changing Communities; Changing Minds; and Changing Policy
- Build partnerships with organisations across the region to identify new opportunities to enhance services and develop approaches that help end the need for food banks
- Engage with local politicians, church and community organisations and research bodies to promote the Trussell Trust’s policy, research and campaigning strategy as required
- Drive a culture of innovation, resourcefulness and change within the region
- Support the Head of Network Services in the development of systems, processes and stakeholder communication to ensure service excellence, including identifying process improvements with the Area team

**Team Leadership:**
- Provide leadership, direction, support and line management to the Area Managers and the foodbank project manager. This will include regular 1:1s and annual reviews to ensure objectives and key results are met
- Maximize the functionality and productivity of the Area team to deliver our core support offering to food banks in the region, including identifying and deploying strengths and subject matter expertise within the team to effectively serve the region
- Work with the Trussell Trust’s volunteering team to recruit, train and support a network of regional volunteers
- Line manage, direct and guide the Trussell Trust governed foodbank to set and deliver a vision in line with The Trussell Trust’s five-year strategy

**Risk Management:**
- Ensure consistent quality assurance of foodbanks across the region, in line with guidance from the Safeguarding and Quality team at the Trussell Trust
- Support Area Managers to deal with complaints and effectively manage high risk foodbanks

**Cross-organisational working:**
- Act as a liaison between the Area team, the Trussell Trust operations central team, and other directorates, managing the flow of ideas and feedback to positive effect
- Attend Operations Management meetings and cross-organisational working groups, and follow-up with relevant actions/roll outs in the region.
## PERSON SPECIFICATION

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<thead>
<tr>
<th>Requirement</th>
<th>Measures of success</th>
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<tbody>
<tr>
<td>Excellent communication and interpersonal skills, particularly listening</td>
<td>Effective and considered communication with all internal and external stakeholders, particularly the food banks throughout the network, demonstrating</td>
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<tr>
<td>skills</td>
<td>an understanding of appropriate communication to all levels</td>
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<td>Persuasive and effective presenter</td>
<td>Demonstrates effective influencing behaviours and is able to express the Trusts vision and policy in all forums</td>
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<td>Ability to manage detail, establish root cause and be able to extract and</td>
<td>Deals with complaints effectively and sensitively</td>
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<td>communicate key information</td>
<td>Knows when to escalate to a higher or appropriate level and feeds back any lessons learned to the wider Foodbank Network</td>
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<td>Leadership, line management and coaching skills</td>
<td>Experience of line managing, including dealing with performance issues</td>
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<td>Demonstrates a coaching approach to their work</td>
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<td>Is confident and self-motivated</td>
<td>Experience of volunteer management</td>
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<td>Team worker with a flexible approach to the role and its future development</td>
<td>Considered communication with Area Manager team, members of the Foodbank Network support team and the wider Trussell Trust organisation</td>
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<td>Takes on ad hoc tasks as required</td>
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<td>Ability to work under pressure and to deadlines</td>
<td>Delivers key outputs and responds to managerial requests and those of their team in a timely fashion</td>
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<td>Ability to work unsupervised</td>
<td>Stays calm under pressure</td>
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<td>Well-organised and able to juggle competing priorities</td>
<td>Has a clear idea of priorities and manages time appropriately</td>
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<tr>
<td>Ability to demonstrate effective problem solving and analytical capability</td>
<td>Successful engagement with key stakeholders in the region served leading to beneficial outcomes and productive relationships</td>
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<td>Ability to negotiate successfully at a high level</td>
<td>Collates data efficiently and liaises with colleagues as required</td>
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<td>Produces clear and well organised reports and spreadsheets using approved Trussell Trust formats</td>
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<td>Competent and efficient use of IT, particularly the main Microsoft Office</td>
<td>Good working knowledge of a CRM system</td>
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<tr>
<td>programs</td>
<td>Meticulous about accurate and timely reporting</td>
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<td>Experience of using Salesforce or similar cloud-based software tool and confidence using analytical resources such as excel</td>
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<td>Is able to work through challenges in positive and effective ways</td>
<td>Demonstrates resilience, resourcefulness, flexibility and perseverance</td>
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<td>Thrive on change, inclined to operate with flexibility and commitment to get the job done</td>
<td>Demonstrates personal integrity and commitment to the values of the Trust</td>
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<td>Clear understanding of the need to maintain confidentiality</td>
<td>Demonstrates empathy for people from disadvantaged, marginalised or socially-excluded backgrounds</td>
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<td>Passionate about the work of the Trussell Trust and is sympathetic to its values and ethos</td>
<td>Able to represent the Trust and its values effectively</td>
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<td>Commitment to need to work outside of normal working hours and regularly travel throughout the UK</td>
<td>Willing to be available for work-related travel.</td>
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<td>Holds a valid driving licence for the UK and has access to a car.</td>
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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

The Trussell Trust is Reg. Charity in England & Wales (1110522) and Scotland (SC044246). Reg. Ltd. Co. in England & Wales (5434524)