



REGIONAL LEAD - MIDLANDS, CENTRAL AND SOUTH WEST ENGLAND

APPLICANT INFORMATION PACK





WELCOME FROM EMMA REVIE, CHIEF EXECUTIVE

Although the Trussell Trust will always support food banks to help people in their community, we know that food is not the answer to poverty. Therefore, it would be wrong for us just to focus on providing the best possible emergency food to people in crisis today. Everyone should be able to afford the essentials in life, including food, and we want to see a future where no one needs to use a food bank.

While supporting emergency food provision will continue to be a core part of our work, we're first and foremost an anti-poverty charity. Alongside providing vital bespoke support to every food bank in our network, major additional services will be rolled out in food banks over the next year to help Change Communities, and we'll forge new relationships with agencies and organisations who can help people in crisis address their financial situation well before they reach the point of needing to access a food bank. But just as important will be our planned investment in research, advocacy, engagement and campaigning to Change Minds and Change Policy.

Our recruitment programme will be at the heart of this vital work, and we're incredibly excited that it will help us reach our vision quicker, providing thousands of people with the dignity of buying their own food. If you want to fight the injustice of hunger and poverty, and help people in crisis across the UK, we want to hear from you.

The Trussell Trust is committed to a policy of Equal Employment Opportunity and is determined to ensure that no applicant or employee receives less favourable treatment on the grounds of gender, age, disability, religion, belief, sexual orientation, marital status, or race, or is disadvantaged by conditions or requirements which cannot be shown to be justifiable.



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 **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.



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 five directorates, all of which report into our Chief Executive. These are:

- Operations
- Finance & Corporate Services
- Policy, External Affairs & Research
- Strategy & Impact
- Public Engagement

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/employee-benefits.



THE ROLE

Department: Operations

Responsible to: Head of Network Services

Hours: Full Time (37.5 hours per week)

Salary: £40,170 per annum plus benefits

Based: Home based with travel around the region and UK

Employment type: Permanent



ROLE OUTLINE

- The Regional Lead, Midlands, Central and South West 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 area (the counties of Cornwall, Devon, Somerset, Bath & Bristol, Dorset, Wiltshire, Gloucestershire, Herefordshire, Worcestershire, Warwickshire, Birmingham, Oxfordshire, Buckinghamshire, Berkshire and Hampshire), 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.

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.

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



PERSON SPECIFICATION

Requirement	Measures of success
<p>Excellent communication and interpersonal skills, particularly listening skills.</p> <p>Persuasive and effective presenter.</p> <p>Ability to manage detail, establish root cause and be able to extract and communicate key information.</p>	<p>Effective and considered communication with all internal and external stakeholders, particularly the foodbanks throughout the network, demonstrating an understanding of appropriate communication to all levels.</p> <p>Demonstrates effective influencing behaviours and is able to express the Trusts vision and policy in all forums.</p> <p>Deals with complaints effectively and sensitively. Knows when to escalate to a higher or appropriate level and feeds back any lessons learned to the wider Foodbank Network.</p>
<p>Leadership, line management and coaching skills.</p>	<p>Experience of line managing, including dealing with performance issues.</p> <p>Demonstrates a coaching approach to their work.</p> <p>Experience of volunteer management.</p>
<p>Is confident and self-motivated.</p>	<p>Demonstrates the ability to work independently within the parameters.</p>
<p>Team worker with a flexible approach to the role and its future development.</p>	<p>Considered communication with Area Manager team, members of the Foodbank Network support team and the wider Trussell Trust organisation.</p> <p>Takes on ad hoc tasks as required.</p>
<p>Ability to work under pressure and to deadlines.</p> <p>Ability to work unsupervised.</p> <p>Well-organised and able to juggle competing priorities.</p> <p>Ability to demonstrate effective problem solving and analytical capability</p>	<p>Delivers key outputs and responds to managerial requests and those of their team in a timely fashion.</p> <p>Stays calm under pressure.</p> <p>Has a clear idea of priorities and manages time appropriately.</p>
<p>Ability to negotiate successfully at a high level.</p>	<p>Successful engagement with key stakeholders in the region served leading to beneficial outcomes and productive relationships.</p>
<p>Competent and efficient use of IT, particularly the main Microsoft Office programs.</p>	<p>Collates data efficiently and liaises with colleagues as required.</p> <p>Produces clear and well organised reports and spreadsheets using approved Trussell Trust formats.</p>
<p>Good working knowledge of a CRM system</p> <p>Meticulous about accurate and timely reporting</p>	<p>Experience of using Salesforce or similar cloud-based software tool and confidence using analytical resources such as Excel.</p>
<p>Ability to work unsupervised.</p> <p>Ability to work under pressure and to deadlines.</p> <p>Well-organised and able to juggle competing priorities.</p>	<p>Ability to work unsupervised.</p> <p>Ability to work under pressure and to deadlines.</p> <p>Has a clear idea of priorities and manages time appropriately</p>
<p>Is able to work through challenges in positive and effective ways</p> <p>Thrive on change, inclined to operate with flexibility and commitment to get the job done</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>



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 application platform, Applied. This platform enables us to review your application anonymously to make our hiring decisions as diverse and impartial as possible.

You do not have to complete your application in one sitting, but you can save it and go back to it at any time before the closing date.

If you have questions about this position, please call 01722 580 209 or email people@trusselltrust.org.

www.trusselltrust.org/jobs

