



AREA MANAGER - MID AND WEST WALES

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 **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 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/employee-benefits.



THE ROLE

Area Manager - Mid and West Wales



Directorate:	Operations
Responsible to:	Operations Manager, Wales
Salary:	£21,633.30 per annum plus benefits
Hours:	Part Time (22.5 hours per week)
Contract:	Fixed Term - 2 Years
Based:	Mid and West Wales

Role outline

Ensuring the delivery of vision of the Trussell Trust (TT) to end hunger in the UK by: Delivering assistance and services to the foodbanks and other organisations through individual meetings, Quality Assurance and development visits, regional clusters and training sessions and national conferences.

Responsibilities

- Assist foodbanks to develop their offering to clients by providing advice and assist through new initiatives and partnerships.
- Ensure the TT model is operating to a high standard in foodbanks and their centres by: building and maintaining relationships, training and upskilling Project Managers and volunteers; assisting food banks to problem solve and react to crises; liaise with governing charities and encouraging robust governance practices; and provide appropriate assistance and advice as required.
- Undertake annual Quality Assurance/development visits, produce accompanying reports and aid foodbanks to deliver the required outcomes.
- Act as first point of contact in assisting foodbanks to deal with complaints and other significant issues.
- Organise and chair regional training, clusters or events to promote team working, and of good practices.
- Contribute to the development and promotion of national foodbank initiatives and assist foodbanks with grant application processes, as required.
- Develop positive regional relationships with cross-sector groups (including poverty forums), politicians, external agencies and media organisations as required to promote The TT's mission and vision.
- Maintain regular reports and administrative documents and update systems as required.
- Participate in regular 1:1s and annual reviews, contributing to the identification of objectives and targets, and monitoring of 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 team working and flexible working across the team.



PERSON SPECIFICATION

Requirement	Measures of success (Key Performance Indicators)
<p>Excellent communication and interpersonal skills. Persuasive and effective presenter and trainer.</p>	<p>Effective and considered communication with all internal and external stakeholders, particularly the food banks throughout the network, demonstrating an understanding of appropriate communication to all levels.</p> <p>Demonstrates effective influencing behaviours and is able to express the Trust's 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 Food bank Network.</p>
<p>Is confident and self-motivated.</p>	<p>Demonstrates the ability to work independently within the parameters set by the Operations Manager, in conjunction with the Head of Operations.</p>
<p>Ability to plan and manage innovative projects. Ability to problem solve and respond in a crisis. Ability to work unsupervised. Well-organised and able to juggle competing priorities.</p>	<p>Successful implementation and delivery of new and current projects.</p> <p>Demonstrates experience in problem solving complex issues involving a range of stakeholders.</p> <p>Delivers key outputs and responds to managerial requests and those of their food banks 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 market the services offered by The Trussell Trust. Ability to manage partnerships with multiple organisations.</p>	<p>Uses well-established relationships effectively to achieve growth and successful delivery of Trussell Trust services.</p> <p>Experience of building and managing multi-agency partnerships on behalf of an organisation.</p>
<p>Team worker with a flexible approach to the role and its future development.</p>	<p>Proactive and considered communication with other members of the Area Manager team, the Operations Manager and the wider Trussell Trust organisation.</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>Is able to work through challenges in positive and effective ways Clear understanding of the need to maintain confidentiality 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. Holds a valid driving licence for the UK and has access to a car.</p>	<p>Willing to be available for work-related travel.</p> <p>Welsh language speaker (desirable)</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 need 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

