



# NETWORK LEAD - NORTHERN IRELAND

APPLICANT INFORMATION PACK





## WELCOME FROM EMMA REVIE, CHIEF EXECUTIVE

The work of our foodbank network is inspiring, but we face significant challenges ahead. Between 1<sup>st</sup> April 2019 and 31<sup>st</sup> March 2020, food banks in the Trussell Trust network distributed 1.9 million three-day emergency food supplies to people in crisis, a 18% increase on the previous year. More than 700,000 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 ensure everyone can afford their own food so there is no need for food banks 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 create a just, compassionate society.**

[\\*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](http://www.trusselltrust.org/employee-benefits).



# THE ROLE

**Department:** Operations

**Responsible to:** Head of Scotland and Northern Ireland

**Responsible for:** A team of Area Managers in Northern Ireland

**Hours:** Full Time (37.5 hours per week) – flexible working considered

**Salary:** £40,170 per annum plus benefits

**Based:** Home based, but extensive travel across Northern Ireland and the UK will be required

**Employment type:** Permanent



## ROLE OUTLINE

The Network Lead for Northern Ireland 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 that involves representing the Trussell Trust on policy and public affairs in Northern Ireland, the leadership of a dynamic team of Area Managers and volunteers, and the day-to-day coordination of projects and partnerships. This role will be responsible for managing the Area Manager team across Northern Ireland, including providing coaching to enhance performance and holding regular supervision, in order to provide food banks with support that aligns with our approaches of service, collaboration, expertise and transparency. The Network Lead for Northern Ireland will oversee the delivery of 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 roll-out in Northern Ireland 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 Northern Ireland to identify new opportunities to enhance services and develop approaches that help end the need for food banks.
- Engage with elected representatives, 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 Northern Ireland.
- Support the Head of Scotland and Northern Ireland 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. This will include regular supervision 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 to food banks in Northern Ireland, including identifying and deploying strengths and subject matter expertise within the team to effectively serve the network.
- Work with the Trussell Trust's volunteering team to recruit, train and support a network of local volunteers.

### Risk Management:

- Ensure consistent quality assurance of food banks 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 wider Operations 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 Northern Ireland.

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

*The Trussell Trust is a charity founded on Christian principles which works to end the need for food banks in the UK. We all subscribe to the same values of dignity, justice, compassion and community, and hope that new team members will too, irrespective of belief or background.*



# PERSON SPECIFICATION

Requirement	Measures of success (Key Performance indicators)
<p>Strategic leadership</p> <p>Knowledge and experience of policy and public affairs in Northern Ireland.</p> <p>Negotiation skills.</p>	<p>Confidently represent the Trussell Trust with a range of stakeholders, including elected representatives, and effectively lead the roll-out of the organisational strategy in Northern Ireland.</p> <p>Track record of successfully influencing politicians and key decision-makers to achieve strategic goals.</p> <p>Successful engagement with key stakeholders leading to beneficial outcomes and productive relationships.</p>
<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 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>Team 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>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>Delivers key outputs and responds to managerial requests in a timely fashion.</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>Can demonstrate impact on people from disadvantaged, marginalised or socially-excluded backgrounds in this role</p> <p>Able to represent the Trust and its values effectively</p>
<p>Commitment to need to work outside of normal working hours and regularly travel throughout the UK</p> <p>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>



## 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 our website to access 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](mailto:people@trusselltrust.org).

[www.trusselltrust.org/jobs](http://www.trusselltrust.org/jobs)

