



Network Lead - Scotland

APPLICANT INFORMATION PACK



www.trusselltrust.org



Welcome from Emma Revie, Chief Executive

The work of our foodbank network is inspiring, but we face significant challenges ahead. Between 1st April 2019 and 31st 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 every nation of the UK, to work with governments at every level 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.

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 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.



The Role

Department: Operations

Responsible to: Head of Scotland and Northern Ireland

Responsible for: 4 area managers in Scotland

Hours: Full time (37.5 hours per week), flexible working considered

Salary: £40,170 pa plus benefits

Employment: Fixed-term contract until 31st December 2021 – secondments from external organisations welcome

Based: Home-based in Scotland with extensive travel across Scotland and some to England, Northern Ireland and Wales



Through management of a team of area managers, the Scotland Network Lead will ensure the food banks in our network get the support they need to deliver emergency food, while we work together to achieve our vision to end the need for food banks altogether.

Using strategic, negotiation and partnership skills, the Scotland Network Lead will manage our work in Scotland to support the food banks in our network to reduce the need for their services locally. This role also provides crucial support to and oversight of food bank operations across Scotland, including quality assurance and risk management.

Scotland currently leads the UK in having a rights-based, progressive agenda to ending the need for food banks, but there is much to do to ensure political intentions become a reality. This role will provide essential support to our area managers and the food bank network to reduce, prevent and eventually end the need for food banks in Scotland.

Responsibilities

Strategic Leadership:

- Manage the delivery in Scotland of food bank operations and key strategic projects that are part of the Trussell Trust's five-year strategy to end the need for food banks.
- Build partnerships with organisations across Scotland to develop and build services and systems that help end the need for food banks.
- Engage with a wide range of external bodies, including elected representatives, faith and community organisations, and research bodies.
- Drive a culture of innovation, resourcefulness and change within the Trussell Trust's operations.
- Support the Head of Scotland and Northern Ireland in the development of systems, processes and communications to ensure service excellence.

Team Leadership:

- Provide leadership, support and line management to the area managers.

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 manage food banks with high risks.

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 Scotland.
- 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)
Strategic leadership	Confidently represent the Trussell Trust with a range of stakeholders and effectively manage the delivery of food bank operations and key strategic projects in Scotland.
Knowledge and experience of operations or service provision	Track record of successfully managing operations and/or delivering services.
Negotiation and partnership skills	Demonstrates effective influencing behaviours leading to beneficial outcomes and productive relationships.
Management experience	Experience of managing colleagues, demonstrating a coaching approach with the team. Experience of managing projects, with a clear understanding of key steps in the project cycle. Experience of providing strategic input to support senior leadership.
An effective communicator, verbally and in writing. Is diplomatic and has the interpersonal skills needed in the role.	Shows outstanding interpersonal skills; is communicative and approachable; written communication is succinct and convincing.
Ability to manage multiple projects, identifying conflicting demands and establishing clear priorities to meet agreed objectives.	Has a clear idea of priorities and manages own and team's time appropriately. Delivers key outputs and responds to requests in a timely fashion. Excellent decision-making ability
Confident, resilient and self-motivated team player	Demonstrates the ability to work independently and at a distance from colleagues, but within agreed parameters. Takes on ad hoc tasks as required to support the organisation's objectives and responsibilities.
Can work through challenges in positive and effective ways	Demonstrates resilience, resourcefulness, flexibility and perseverance.
Competent and efficient use of IT, particularly the main Microsoft Office programs.	Collates data efficiently and liaises with colleagues as required. Produces clear and well organised reports and spreadsheets using approved Trussell Trust formats.
Good working knowledge of a CRM system. Meticulous about accurate and timely reporting.	Experience of using Salesforce or similar cloud-based software tool and confidence using analytical resources such as Excel.

Passionate about the work of the Trussell Trust and is sympathetic to its vision, values and ethos.
Clear understanding of the need to maintain confidentiality.

Demonstrates personal integrity and commitment to the values of the Trust

Demonstrates empathy for people from disadvantaged, marginalised or socially-excluded backgrounds

Commitment to work outside of normal working hours, if necessary, and to travel throughout the UK.
Willing to be available for work-related travel, if necessary.

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