



Area Manager: Mid & 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 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!

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
- 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.



Area Manager: Mid & West Wales



Department: Operations

Responsible to: Network Lead, Wales

Responsible for: No direct reports

Hours: Part-time (22.5 hours per week)

Salary: £36,590 FTE (pro rata £21,954) per annum plus benefits

Based: Home based with frequent travel to food banks in Mid & West Wales and occasional travel to Salisbury or London

ROLE OUTLINE AND PURPOSE

The Area Manager, Mid & West Wales will ensure the delivery of the Trussell Trust's vision to end hunger in the UK by: Delivering support and services to the food banks and other organisations through individual meetings, Quality Assurance and development visits, regional clusters and training sessions and national conferences. You will support engagement with key organisations in the area to promote the Trussell Trust's vision and mission.

The Mid and West Wales area includes food banks in the following locations:

- Ammanford, Carmarthen, Cardigan, Llandrindod Wells, Brecon
- Neath, Port Talbot, Vale of Neath
- Llanelli, Swansea, Pembrokeshire

This may be subject to change if food banks leave or join the Trussell Trust network

RESPONSIBILITIES

- Assist food banks to develop their offering to a wide range of clients from a diversity of backgrounds and lived experiences by providing advice and support through new initiatives and partnerships and act as first point of contact in assisting food banks to deal with complaints and other significant issues.
- Ensure the Trussell Trust model is operating to a high standard in food banks and their centres by: building and maintaining relationships, training and upskilling Project Managers and volunteers; supporting food banks to problem solve and respond to crises; communicating with governing charities and encouraging robust governance practices; and provide appropriate support and advice as required.
- Undertake quality assurance/strategic development visits, produce accompanying reports and support food banks to deliver the required outcomes.
- Organise and chair regional training, cluster meetings and events to promote co-operation and sharing of good practice.
- Develop positive relationships with cross-sector groups (including poverty forums), politicians, external agencies and media organisations as required to promote The Trussell Trust's mission and vision.
- Maintain regular reports and administrative documents and update systems as required.
- Contribute to the development and promotion of national food bank initiatives and support food banks with grant application processes, as required.
- Participate in regular 1:1s and annual reviews, contributing to the identification of objectives and key results, 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.
- Support food banks to develop local campaigns and strategic plans to reduce local need for food banks.



Person Specification

Technical skills and minimum knowledge:

- Competent and efficient use of IT, particularly the main Microsoft Office programs. Previous experience of Salesforce or similar CRM system is desirable.
- Experience of working innovatively and creatively.
- Experience of complex problem solving and responding to crisis situations.
- Experience of equity, diversity, and inclusion and how it plays out in providing and accessing services.
- Welsh language speaker (desirable)

Behaviours and competencies:

- Demonstrate a commitment to the values of the Trussell Trust.
- Demonstrates empathy and knowledge of diverse groups of people from a range of backgrounds and lived experiences.
- Excellent communication and interpersonal skills.
- Persuasive and effective coach, presenter and trainer.
- Ability to be self-motivated, working remotely but also contribute meaningfully to the team and wider organisation.
- Ability to think critically and strategically.
- Ability to manage partnerships with multiple stakeholders (internal and external).

Key Stakeholders

- The food bank network
- Area Manager colleagues (UK-wide)
- Network Support & Grant Giving
- Pathfinder team



The Trussell Trust is a charity that works to end the need for food banks. It is founded on and shaped by Christian principles.

Our values of dignity, justice, compassion and community, are central to all that we do and therefore supports our aim to be an organisation where the diversity of all employees is valued. We welcome people of all faiths and none and those that are committed to these values.

We recognise that we have under-represented groups within our workforce. As part of our commitment to diversity and equality of opportunity we are actively encouraging applications from under-represented groups such as returning parents or carers who are re-entering work after a career break, people who are LGBT+, from Black, Asian and Minority Ethnic backgrounds, with a disability, impairment, learning difference or long-term condition, with caring responsibilities, from different nations and regions and those with a lived experience of poverty as well as any other under-represented group in our workforce. We are committed to ensuring the safety and protection of our employees from all forms of harm.

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 recruitment@trusselltrust.org.

www.trusselltrust.org/jobs

