



# AREA MANAGER - NORTH WALES

APPLICANT INFORMATION PACK



[www.trusselltrust.org](http://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!

**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 another office in London.

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



## The Role

**Directorate:** Operations

**Responsible to:** Network Lead -Wales

**Hours:** Part-time (16 hours per week)

**Employment type:** Fixed term contract for 1 year with potential extension. May be suitable as a secondment role from a local food bank.

**Travel required:** Home based with frequent travel to food banks in North Wales and occasional travel out of area (this role requires the post-holder to hold a valid driving licence and have access to a car)

The North Wales area includes food banks in the following locations: Abergele, Anglesey, Arfon, South Gwynedd, Welshpool. This may be subject to change if food banks leave or join the Trussell Trust network.



### Role outline and purpose

Ensuring the delivery of The Trussell Trust's vision to end the need for food banks in the UK by developing an in-depth understanding of Trussell Trust food banks in their area and using coaching to assist them to build and hold productive relationships to:

- Develop and execute a strategic plan for reducing the need for food banks' services locally.
- Work alongside local partners to increase public will for long-term solutions to end the need for food banks.
- Develop and manage strategic relationships with key stakeholders to assist evidenced-based policy change at a local level and feed into activity to drive policy and practice at UK wide and national levels.

### Role responsibilities

- Assisting trustees, staff and volunteers within food banks to develop their plans to end the need for their services locally through the strategic key areas of operations, volunteering, data, participation, church engagement, governance and stability, financial inclusion, stakeholder engagement, local influencing, referral pathways and signposting.
- Assist food banks to operate in a safe, legal and dignified manner (through calls, visits, training, meeting facilitation and our risk management and self-assessment processes) and assist the facilitation of good practice within the network and wider organisation (through cluster meetings, regional forums, road shows, webinars, peer support and internal meetings).
- Contribute to the development and promotion of support available to food banks through the Trussell Trust (including use of the digital hub, toolkits, partnerships and expert advice) and assist food banks with grant application processes, as required.
- Develop and manage positive relationships with relevant external stakeholders, including local councils and anti-poverty networks, to ensure the Trussell Trust vision is understood and able to influence local decisions, whilst supporting and empowering food banks to foster these relationships locally.
- Work with food banks to ensure that local churches (including church leaders) are connected to and have an understanding of the importance of ending the need for food banks in local communities.
- Support the development, and lead on aspects of delivery, of projects with food banks and external partners that contribute to ending the need for food banks.
- Ensure the voice of our network is heard throughout the organisation through reporting, information sharing and participation in additional working groups and projects.



## 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.
- Strong organisational skills and experience of managing competing priorities within challenging timescales.
- Due to Area covered, a knowledge of the Welsh language would be desirable
- An appreciation and understanding of the significance of Christian faith within our food bank network, and the ability to build effective relationships in contexts where Christian faith plays a major part, and in which people of all faiths and none collaborate to make a difference together. Food banks in our network are typically governed by or run in partnership with local churches from across a wide range of denominations and traditions.

### **Behaviours and competencies:**

- Demonstrate a commitment to the values of the Trussell Trust
- Demonstrates empathy for people from disadvantaged, marginalised or socially- excluded backgrounds
- Role models inclusive behaviour, values and leadership
- 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
- Financial inclusion team
- Safeguarding team
- External local stakeholders including local authorities, statutory services, third sector and anti-poverty groups



## Our Values

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 (BAME) 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 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](mailto:recruitment@trusselltrust.org).

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

