



Data and Insight Analyst

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.



The Role

Department: Public Engagement

Responsible to: Head of Supporter Retention and Development

Hours: Full Time (37.5 hours per week)

Salary: £36,000 plus benefits

Based: Home based with occasional Travel to Salisbury or London offices or food banks, when appropriate



ROLE OUTLINE AND PURPOSE

This role will provide the Public Engagement Directorate with vital insight, data, reporting and analysis for existing supporter audiences. Proactively champion the use of data and data-driven decision making to maximise outputs and inform approaches. You will ably turn analysis into valuable, actionable recommendations that will influence internal decisions and business planning.

RESPONSIBILITIES

- Developing, maintaining and providing reporting dashboards and overviews, making recommendations for improvements
- Developing, building and maintaining KPI reporting, ensuring that the needs of Senior Management are met
- Developing and building systems for monitoring and analysing supporter life cycle characteristics, such as Lifetime Value, Retention and ROI
- Providing scheduled and ad-hoc data, analysis and insight for the Public Engagement Directorate, ensuring that it is shared appropriately
- Working closely with the Senior Manager, Supporter Care & Database to enhance CRM data management practises and support ongoing insight and analysis improvements
- Staying updated on sector practises and reporting technologies, proposing changes and enhancements to software, as appropriate.



Person specification

Technical skills and minimum knowledge:

- Proven experience of working with Salesforce
- Advanced use of Excel
- Significant experience of working with data and deriving actionable insight, cross-referenced with wider sector research and other sources
- Experience of using data/statistical analysis and data visualisation packages (e.g. SPSS, FastStats, Power BI etc.)
- Working knowledge of GDPR, data protection and (fundraising) compliance

Behaviours and competencies:

- Demonstrate a commitment to the values of the Trussell Trust
- Demonstrates empathy for people from disadvantaged, marginalised or socially- excluded backgrounds
- Proven ability of accessibly translating a balanced view of data analysis, demonstrating the practical benefits of application
- Solution-focused, motivated and able to work on own initiative to deliver goals/objectives
- Excellent at building working relationships and working collaboratively
- Role models inclusive behaviours and values

Key Stakeholders

- Senior Manager Supporter Care & Database
- Supporter Journey Managers
- Supporter Engagement & Insight Department
- Audience & Insight Manager (organisational Insight and non-supporter audiences)
- Salesforce Administrator/ICT
- Finance

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 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.

www.trusselltrust.org/jobs

