



## Risk Manager (Food Bank Network)

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



## Risk Manager (Food Bank Network)

**Department:** Operations

**Responsible to:** Head of Network Support and Grant Giving

**Hours:** Full Time (37.5 hours per week)

**Salary:** £39,796

**Based:** Home based with some UK travel for key events and meetings



### ROLE OUTLINE AND PURPOSE

This role is about providing leadership and clear and consistent oversight of our food bank-facing risk management work, ensuring that our network of more than 420 food banks and the Trussell Trust's Operations Directorate are supported to manage and mitigate food bank-related risks. This role will involve working with the Safeguarding and Quality team who provide technical expertise on risk-related matters (including GDPR and Safeguarding) and the Area and Network Support Teams who act as the first point of contact for network-related enquiries and concerns.

### RESPONSIBILITIES

- Providing expert advice and guidance to all members of the Operations Directorate, enabling them to understand and adhere to the risk policies and procedures consistently across the food bank network.
- Case management of high-risk situations within the food bank network, liaising with both external and internal stakeholders, including the Senior Leadership Group, to ensure compliance with statutory responsibilities and reporting requirements. This includes ensuring food banks on Action Plans receive the appropriate support and that the escalation process is adopted consistently across the Directorate.
- Develop and ensure the continued operationalisation of the Risk Management processes for the Foodbank Network. Working closely with others within the Operations directorate, the Safeguarding and Quality teams and the Equity, Diversity and Inclusion teams, to ensure processes remain proportionate, effective, and fit for purpose, including the design of appropriate reporting mechanisms, training resources, template policies and best practice guidance.
- Ensuring SLG/COO/Director of Ops/Board of trustees receive timely updates of high-risk situations and that the Ops Directorate know how to appropriately record incidents of risk
- Overseeing and updating the Complaints process for food bank-related complaints



## Person Specification

### Technical skills and minimum knowledge:

- Demonstratable experience of assessing, overseeing and managing risk in community-based/third sector organisations
- Knowledge of risk management principles
- Project management experience with an ability to work with and introduce new ICT systems to support service development activities
- Ability to capture, analyse and use data to prepare reports and communicate compelling propositions to make the case for change and improvements to business processes
- Relevant professional accreditation, or willingness to work towards such, and experience working in the field of risk management

### 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
- Proven ability to manage relationships well, including internally and with grassroots, community-based organisations
- Proven ability to communicate effectively with a diverse range of internal and external stakeholders, including those in senior leadership roles.
- Staying on-task to completion, particularly in the face of obstacles or competing priorities

### Key Stakeholders

- Safeguarding and Quality Team
- Network Support and Grant Giving Team
- Equity, Diversity and Inclusion department
- England & Wales Area Team and Scotland and Northern Ireland Area Team
- COO/Director of Operations

