SHOP DONATIONS ASSISTANT - WINTON
APPLICANT INFORMATION PACK

www.trusselltrust.org
The work of our foodbank network is inspiring, but we face significant challenges ahead. Between 1st April 2021 and 31st March 2022, food banks in the Trussell Trust network distributed 2.1 million three-day emergency food supplies to people in crisis, a 14% increase on 2019/20 (the last complete year before the pandemic). More than 830,000 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
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.

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.

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*14.2 million people in the UK population are in poverty.
The Social Metrics Commission, 2018
HOW WE WORK

Our offices are in Salisbury in Wiltshire and 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:

- Network Operations
- Network Programmes & Innovation
- Corporate Services (including Charity Retail)
- Policy, Research & Impact
- Participation
- People & Inclusion
- 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: Charity Retail
Responsible to: Warehouse Manager
Hours: Part-time, 20 hours per week, 10am – 3pm (4 days a week) with occasional evening work
Salary: £10,400 per annum (£10 per hour), plus a comprehensive benefits package
Based: Winton Stockroom – driving licence essential, occasional travel to Salisbury

ROLE OUTLINE

To be responsible for the effective operation of the stockroom in the Winton shop ensuring that stock is sorted, distributed and recycled as appropriate to maximise income. You will be working in a physical demanding environment, working closely with shop managers, the logistics team and the Salisbury Warehouse Manager to maximise the shops’ full potential.

RESPONSIBILITIES

- Manage the day to day running of the stockroom in the Winton shop ensuring effective stock management
- Liaise with the shop managers and communicate effectively to ensure that all shops have timely access to good quality, saleable goods
- Be responsible for ensuring that all donated stock is sorted and priced, ensuring that only quality goods are sent to shops
- Be responsible for preparing items to sell on online platforms and dispatching as required to maximise income
- PAT test any donated electrical goods (training will be given) to ensure that shops are supplied with safe equipment to sell
- Liaise with the Salisbury Warehouse Manager and the logistics team so that sorted goods are distributed and circulated to the most appropriate outlet
- Maintain a safe and tidy working space, adhering to all Charity Retail Health and Safety procedures
- Manage the local recycling contract and also seek imaginative ways to ensure that as little as possible is sent to landfill
- Recruit volunteers to support your work in turn offering valuable skills to our communities
- Supervise any volunteers working in the Winton stockroom ensuring that they can operate in a safe and supportive environment
- Develop a culture of innovation, resourcefulness, and best practice to make the best use of time and skills in the team
- Promote collaborative working across the team and with other teams across the Trussell Trust.

Any other reasonable duties as specified by your line manager to support the work of the Trust.

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.
PERSON SPECIFICATION

Technical skills and minimum knowledge:

- Good working knowledge of database systems.
- Excellent communication skills, both written and verbal.
- Excellent customer service skills, including the ability to establish rapport and credibility quickly with a range of stakeholders.
- Ability to think strategically, including demonstrating great research skills and ability to identify opportunities based on a defined brief.

Behaviours and competencies:

- Ability to work flexibly on own initiative and as part of a wider team.
- Demonstrate resilience, resourcefulness and flexibility to overcome challenges.
- Provides effective and efficient leadership of volunteers in the daily running of the stockroom

Key Stakeholders

- Corporate Partnerships
- Strategic Communications
- Events
- Operations
- Network Services
- Volunteering
- Supporter Care
- Companies and prospective corporate partners
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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.
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 www.trusselltrust.org/jobs and click on ‘Apply for this job’ by the role details. This will take you through to our online Applicant Tracking System (ATS). You need to complete the ATS process in one go so it may help you to prepare the following before you start:

- Current employer
- Position in organisation
- Length of notice
- Give a brief outline of the responsibilities associated with your current role (no more than 150 words)
- Explain your interest in the position and give details of any relevant experience you have (no more than 150 words)
- As part of this process, you are required to upload your CV and a letter outlining why you are just who we are looking for.

If you have questions about this position, please email sally.osment@trusselltrust.org.

www.trusselltrust.org/jobs