



People Assistant

APPLICANT INFORMATION PACK



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 seven directorates, all of which report into our Chief Executive. These are:

- Network Operations
- Network Programme & Innovation
- Finance & Corporate Services
- Policy, External Affairs & Research
- Strategy & Impact
- Public Engagement
- People & Inclusion

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: People Experience

Responsible to: Senior People Manager

Hours: Full time 37.5 hrs

Salary: £22,182 plus benefits

Employment: Permanent

Based: Home based, with some travel for meetings & conferences



Role outline and purpose

Responsible for the delivery of a professional, responsive and inclusive employee experience. Achieved through excellence in administrative and project support and assistance to members of the People Experience team. Ensure that the team is fully supported to deliver against the requirements of the People function and business.

Responsibilities

- Provide responsive cross-team administrative support to the People Experience team according to priorities and capacity, supporting colleagues in providing information as appropriate, drafting letters or proposals and taking minutes at meetings.
- Provide excellent customer service to employees ensuring that the central People inbox is managed well and all emails and requests are responded to accurately and in a timely manner.
- In collaboration with the People Partners and People Administrator support in the delivery of all employee life cycle tasks such as recruitment, onboarding, employee benefits and off boarding.
- Responsible for maintaining the People Experience team SharePoint site and administering and maintaining HR systems.
- Work closely with colleagues to maintain central information by updating, maintaining and collating information such as spreadsheets for recruitment and the all-organisation chart, ensuring data is accurate, up to date and rectifying and escalating where necessary.
- Monitor HR data and information to identify trends and raise awareness of key issues.



Person Specification

Technical skills and minimum knowledge:

- Excellent attention to detail.
- Excellent knowledge of MS Office applications, including Word, Excel, Outlook and Powerpoint.
- Competent user of Software systems including HR Information systems.
- Knowledge of standard office administration practices and procedures.
- Highly organised - manages own time effectively; consistently meets deadlines and objectives.

Behaviors and competencies:

- Demonstrate a commitment to the values of the Trussell Trust.
- Demonstrates empathy for people from disadvantaged, marginalised or socially- excluded backgrounds
- Demonstrates a good understanding or capability to learn the principles underlying GDPR, other applicable legislation and best practice.
- Maintain confidentiality and protect operations by storing information securely.
- Produces accurate outputs to a high standard.
- Effectively plans and organises tasks and activities which involve multiple stakeholders.
- Demonstrates personal integrity and commitment to compliance and ethical standards.
- Role models inclusive behaviours and values.

Key Stakeholders

- People Experience
- Director of People & Inclusion
- Finance
- Learning and Development
- People and Governance Board



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.

www.trusselltrust.org/jobs

