



Financial Inclusion Lead - England

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 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

Directorate:	Network Programmes and Innovations
Responsible to:	Financial Inclusion Senior Manager (Income Maximisation)
Hours:	Full Time (37.5 hours per week)
Based:	Home based but must be based in England - Travel around England and some wider travel.



ROLE OUTLINE AND PURPOSE

The Financial Inclusion Managers play a central role in helping us achieve our vision for an end for the This is a varied, proactive and fast-paced role which involves both the remote leadership of a dynamic team of Financial Inclusion Managers as well as support for the central development of the Financial Inclusion Programme. The two Financial Inclusion Leads will each be responsible for managing a team of Financial Inclusion Managers, supporting them to develop good practice in their areas of responsibility and providing subject specific expertise to their team and the food bank network. They will also develop, implement and deliver food bank facing projects for the Financial Inclusion Programme, delivering real change for people in crisis across the UK.

ROLE RESPONSIBILITIES

- Manage the regional delivery of the Trussell Trust's programme to develop an integrated approach to financial inclusion across the food bank network in line with the organisation's mission to end the need for food banks.
- Provide leadership, support and line management to the Financial Inclusion Managers. Ensure the team are supported through coaching and robust development plans that allow them to flourish.
- Drive the promotion of good practice in advice delivery including service models, quality assurance processes, governance, monitoring, evaluation and reporting, referral pathways, engaging volunteers and promote a culture of continuous improvement and participation of diverse communities with lived experience.
- Work closely with relevant Network Leads to ensure that support provided is well-aligned and integrated with Trussell Trust's wider support offer as well as establishing effective partnerships with a range of stakeholders including advice providers and sector bodies, local authorities, faith-based organisations (including churches who are often involved in the governance and running of food banks) and organisations that work with specific diverse groups who are affected by poverty.
- Collate information on challenges, good practice and key considerations and work with the Financial Inclusion Senior Manager (Income Maximisation) to identify and develop additional resources and support needed
- Work with the Senior Manager (Income Maximisation) and Head of Financial Inclusion Programmes to develop and deliver agreed Financial Inclusion projects and workstreams between the Trussell Trust, key partner organisations, and local and national stakeholders. This includes initiatives around training, resource development and ongoing optimisation of service delivery within food banks to provide access to high quality income maximisation and other social welfare law advice for people in crisis.



Person specification

Technical skills and minimum knowledge:

- Excellent knowledge of the advice and financial inclusion sector
- Experience of leadership and line management
- Experience of planning and managing innovative projects
- Experience of designing and leading participation of people with lived experience and utilising data and insight to tailor delivery to the needs of diverse communities
- Experience of managing stakeholder relationships both at a local level in a community development context, and a national level

Behaviours and competencies:

- Excellent communication and interpersonal skills
- Excellent problem-solving abilities
- Well-organised and able to juggle competing priorities
- Demonstrate a commitment to the values of the Trussell Trust and in particular, empathy for people from disadvantaged, marginalised or socially- excluded backgrounds.
- Role models inclusive behaviour, values and leadership
- Able 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.

Key Stakeholders

- Operations including Regional/Area and Pathfinding teams
- People and Culture including Quality and Safeguarding and Learning and Development
- Public Engagement
- Partner organisations
- Food bank network



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

