



## Learning and Development Trainer

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



## The Role

<b>Directorate:</b>	People and Inclusion
<b>Responsible to:</b>	Learning and Development Manager
<b>Hours:</b>	Full Time (37.5 hours per week)
<b>Based:</b>	Home based with occasional UK travel



### ROLE OUTLINE AND PURPOSE

The L&D Trainer will develop engaging learning programmes and objectives set by the Learning & Development team, assisting in the delivery of appropriate, blended learning solutions that enable our wider network to achieve the vision of an end to the need for foodbanks in the UK.

The role will be responsible for creating and delivering training to the wider network as a primary audience, consisting of food banks, people with lived experience and volunteers. This will include working with our Operations Directorate to ensure learning solutions are delivered from idea conception through to implementation, taking ownership for a range of learning content.

The role will also be required to deliver some specific L&D solutions for the Trussell Trust workforce, that help drive high performance in line with operational and strategic requirements.

### ROLE RESPONSIBILITIES

- Design and deliver development programmes to our wider food bank network, including face to face & virtual workshops, 'on the job' training, coaching and the creation of learning resources for Food Banks
- Advise on learning activities and training content to our Operations Directorate, project managing the L&D elements of initiatives for the food bank network; and delivering specific interventions to support the success of the work
- Collaborate with the Volunteering team to maintain and develop the Volunteer learning management system, including advising and contributing to the design and delivery of digital learning content (e.g., creating digital learning resources that will be hosted on the learning management system)
- Support the Learning & Development Manager with the development of our core offers, delivering new and existing training and workshops; and answering queries that come into our team
- Collaborate with internal & external stakeholders on several people development initiatives forming part of the wider Trussell Trust learning framework.



## Person specification

### **Technical skills and minimum knowledge:**

- Solid facilitation or training delivery experience in soft skills, systems, and onboarding
- Expertise in the use of learning technologies and committed to the ongoing development of capabilities in this area
- A proven ability to apply situational styles to achieve the best outcomes, flexing between instructing, training and coaching
- Highly developed interpersonal skills: able to build and manage relationships and network effectively; promotes a collaborative team environment.
- Excellent planning skills; with sound project management knowledge and capable of managing a broad portfolio of activities.
- Experience of identifying training needs and liaising with internal and external stakeholders
- Demonstrable knowledge of learning theory and experience in designing and developing engaging learning interventions.
- Ability to embed Equity, Diversity and Inclusion within all objectives that report into this department.

### **Behaviours and competencies:**

- Demonstrates a strong, visible passion and commitment to the Trussell Trust and its strategic objectives.
- Committed to equity, anti-racism, diversity, and inclusion.
- Demonstrates empathy for people from under-represented, historically excluded and marginalised backgrounds.
- Deliver work within a cross-Directorate matrix structure where operational and development benefits arise from resource sharing.
- Collaboration and delivery through others with clear plans and an empowering approach to ensure accountability for delivery of customer outcomes.
- Engaging people and creating opportunities for relationship building, and building a supportive, respectful working environment.

### **Key Stakeholders**

- Operations
- People Experience
- Volunteering Management
- Department Leadership Teams contributing to L&D planning.
- Diversity & Inclusion
- EA and PA Community
- Communications



## 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](mailto:recruitment@trusselltrust.org).

[www.trusselltrust.org/jobs](http://www.trusselltrust.org/jobs)

