



## Network Services Coordinator

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>	Network Operations
<b>Responsible to:</b>	Network Services Manager
<b>Hours:</b>	Full Time (37.5 hours per week)
<b>Based:</b>	Home based with occasional travel to Salisbury or London Offices



### ROLE OUTLINE AND PURPOSE

Network Services Coordinators play a critical role in the delivery of central services to food banks in The Trussell Trust's network. The Network Services teams fulfil three vital functions for the Trussell Trust; answering public and food bank enquiries, delivering projects for food bank operations, and providing guidance and training on food bank facing platforms. The coordinator role is vital to the Trussell Trust's delivery of high-quality services and information both for network members and for other enquirers.

### ROLE RESPONSIBILITIES

- Provide technical and operational support to the network on a variety of food bank facing platforms, including creating and maintaining resources, guidance documents and training for all food bank personnel.
- Compose and send communications and messages to the food bank network.
- Analyse and report on operational data sets, reporting to other teams in the Trussell Trust and external partners.
- Lead and manage operational projects, including working with external partners and stakeholders from across the Trussell Trust.
- Reply to public enquiries and complaints from members of the public.



## Person specification

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

- Using technical systems such as Wordpress, CRMs, databases etc
- Managing projects and/ or understanding of project management principles.
- Customer facing skills, answering enquiries and demonstrating effective communication
- The ability to write concise and engaging communications and resources.
- Utilising feedback and data sets to make decisions.

### **Behaviours and competencies:**

- Can communicate effectively and compassionately with a range of different people and stakeholders and using influencing skills.
- Ability to balance competing priorities and work to tight deadlines, organising their own workload with limited supervision.
- Demonstrate a commitment to the values of the Trussell Trust
- Demonstrates empathy for people from disadvantaged, marginalised or socially- excluded backgrounds

### **Key Stakeholders**

- Food banks
- Operations - Area Managers, the Pathfinder Team and wider Network Support & Grant Giving department
- Volunteering
- The Corporate Partnerships
- Brand and Marketing
- Learning and Development
- Strategic Comms



## 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)

