Network Systems Coordinator

APPLICANT INFORMATION PACK

www.trusselltrust.org
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
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

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.
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 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:** Network Operations  
**Responsible to:** Network Systems Manager  
**Hours:** Full time 37.5 hrs  
**Salary:** £25,153 plus benefits  
**Employment:** Permanant  
**Based:** Home based, with occasional travel

Role outline and purpose

The Food bank Network Systems Coordinator is part of the team that leads the technical knowledge and development of the food bank facing bespoke database and linked systems for over 400 food banks and 60,000 users. They will work closely with colleagues in Network Services in making sure food bank technical issues, updates and ideas are conveyed effectively to developers for exploration and resolution. They will use project management skills to work more widely with all stakeholders of the Data Collection System in supporting their requirements.

Responsibilities

- To assist in the day-to-day management of support tasks with the system developers (Bit Zesty) and provide an additional point of contact between Trussell Trust and Bit Zesty alongside the Network Systems Manager.

- To provide and maintain a high level of system knowledge of the Data Collection System and any linked systems, to support various internal stakeholders.

- Work closely with the Network Services team; being a point of escalation for technical queries, user change requests and communicating developments to best inform the creation of training and resources.

- Work with internal stakeholders, including project managing when required, in the communication and development of their Data Collection System related changes.

- Identify and maintain processes and resources necessary to provide Data Collection System stakeholders with the ability to monitor change-request progress and suggest improvements where appropriate.

- To provide ad-hoc support to Data Collection System users when required.
Person Specification

Technical skills and minimum knowledge:

• Understanding of the management of digital products
• Understanding in the provision of user/client facing support (either technical support or in change management)
• Creating project proposals and associated documents
• A broad knowledge of various off-the-shelf digital products (e.g. G-suite, Sharepoint or their equivalent)

Behaviours and competencies:

• Demonstrate a commitment to the values of the Trussell Trust
• Demonstrates empathy for people from disadvantaged, marginalised or socially-excluded backgrounds
• Role models inclusive behaviours and values
• Shows intermediate competency in word processing (word, excel, presentations)
• Able to work successfully both independently and collaboratively with occasional input
• Excellent verbal and written communication including the ability to adapt communication styles and to work across multiple client-stakeholder relationships

Key Stakeholders

• Network Services
• Bit Zesty
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

The Trussell Trust is Reg. Charity in England & Wales (1110522) and Scotland (SC044246). Reg. Ltd. Co. in England & Wales (54 34524)