



Area Manager - North East England - 22.5 hours per week - 18 month fixed term contract

APPLICANT INFORMATION PACK



www.trusselltrust.org



Welcome from Emma Revie, Chief Executive

Thank you for your interest in joining the Trussell Trust.

Last year, food banks in our network provided more than 2.1m parcels to people across the UK. This represents an increase of 14% compared to the same period in 2019/20. Over 830,000 of these went to children.

As the cost of living continues to soar, people who can least afford it, are feeling the impact the most. The work of our food bank network is inspiring, but it shouldn't be needed.

Our vision is for a future without the need for food banks. It's an ambitious goal, but we believe it's achievable. To get there, we need to work with governments at every level to ensure that our benefits system provides a genuine safety net for people and that everyone is paid a fair wage. Everyone should be able to thrive, not merely survive, because they don't have enough income to cover the essentials we all need.

Working for the Trussell Trust means you'll be making a real difference to the lives of people across the UK. To continue our vital work, and realise our vision, we rely on a team of dedicated people who share our goal. We hope you'll be part of that team!

Best wishes

Emma Revie
Chief Executive





We support more than 1,300 local food banks across the UK, providing practical, community-led support for people facing hardship.

But emergency food isn't a long-term solution to hunger. People need food banks when they don't have enough money for essentials. It's not right that anyone needs a food bank to get by. That's why we campaign for change to end the need for food banks in the UK and work with communities across the UK to change the things that push people to need a food bank.

We bring together data and evidence from food banks and the people who need them across the UK, gathering powerful information on our society. Our research projects give the most in-depth picture of who needs a food bank and why, helping us co-create and advocate for solutions that will ensure all of us have enough money to cover our basic needs.

We believe that, in coming together, we will build a future where none of us need a food bank, because none of us will allow it. That's why we launched our five year [strategic plan](#). We know our goal to end the need for food banks is ambitious, but by working Together for Change, we believe it is achievable.

Our values are the fundamental driving principles that underpin our work. Developed in consultation with food banks, our values encapsulate the spirit of what it means to be part of the Trussell Trust and our network.

Our values are:

Compassion: We stand in solidarity with people that need the help of food banks. We put the wellbeing of people served by food banks above everything else. We always uphold and protect their dignity.

Justice: We are motivated by a desire to see a more just society. It's not right that anyone is facing hunger and poverty. Everyone should have enough income to afford the essentials.

Community: We believe we share the responsibility to support one another in our communities. To create change, we must work together for a fairer society.

Dignity: We recognise the innate value of each individual person and seek to prioritise the other person's needs and concerns in the spirit of mutuality and friendship. Regardless of background.



Our team members are based in all four nations of the UK, supporting both our national work and food banks on a local level.

Our support for the food banks in our network, as well as our campaigning work is delivered through seven directorates, all of which report into our Chief Executive. These are:

- Corporate Service
- Network Operations
- Network Programmes and Innovation
- Participation
- People and Inclusion
- Policy, Research and Impact
- Public Engagement

Whatever your skills or experience and wherever you are based in the UK, there could be a role for you at the Trussell Trust helping our work towards a future without the need for food banks.

Our people are the most important thing the Trussell Trust has. Without our staff, we couldn't achieve our goals and create change.

All of our roles undergo a Job Evaluation and Benchmarking programme which has resulted in the implementation of a robust methodology for evaluating and setting salaries.

As a result we now have established levels and spot rate salaries based upon the market rate for all our roles that are non-negotiable. Our pay principles are important to us, they are grounded in a transparent and competitive approach to pay.

The benefits package we offer supports our staff professionally and personally.

Benefits include matched pension contributions up to 8%, company sick pay package including income protection insurance, enhanced Family leave including maternity and paternity, flexible working, payroll giving, enhanced contractual leave including the option to buy and sell holiday once a year.

The Role



Directorate: Network Operations

Responsible to: Network Lead

Hours: 18 month fixed term contract – 22.5 hours per week – flexible working

Based: *Home based within North East of England - travel required within region and occasional travel out of area including 121's and staff conferences (this role requires the post-holder to hold a valid driving license and have access to a car)*

Role outline and purpose

Ensuring the delivery of The Trussell Trust's vision to end the need for food banks in the UK by developing an in-depth understanding of Trussell Trust food banks in their area and using coaching and assist to build and hold productive relationships to:

- Develop and execute a strategic plan for reducing the need for food banks' services locally.
- Work alongside local partners to increase public will for long-term solutions to end the need for food banks.
- Develop and manage strategic relationships with key stakeholders to assist evidenced-based policy change at a local level and feed into activity to drive policy and practice at UK wide and national levels.

Role responsibilities

- Assisting trustees, staff and volunteers within food banks to develop their plans to end the need for their services locally through the strategic key areas of operations, volunteering, data, participation, church engagement, governance and stability, financial inclusion, stakeholder engagement, local influencing, referral pathways and signposting.
- Assist food banks to operate in a safe, legal and dignified manner (through calls, visits, training, meeting facilitation and our risk management and self-assessment processes) and assist the facilitation of good practice within the network and wider organisation (through cluster meetings, regional forums, road shows, webinars, peer support and internal meetings).
- Contribute to the development and promotion of support available to food banks through the Trussell Trust (including use of the digital hub, toolkits, partnerships and expert advice) and assist food banks with grant application processes, as required.
- Develop and manage positive relationships with relevant external stakeholders, including local councils and anti-poverty networks, to ensure the Trussell Trust vision is understood and able to influence local decisions, whilst supporting and empowering food banks to foster these relationships locally.
- Work with food banks to ensure that local churches (including church leaders) are connected to and have an understanding of the importance of ending the need for food banks in local communities.
- Support the development, and lead on aspects of delivery, of projects with food banks and external partners that contribute to ending the need for food banks.
- Ensure the voice of our network is heard throughout the organisation through reporting, information sharing and participation in additional working groups and projects.

Person specification

Technical skills and minimum knowledge:

- Competent and efficient use of IT, particularly the main Microsoft Office programmes. Previous experience of Salesforce or similar CRM system is desirable.
- Experience of working innovatively and creatively.
- Experience of complex problem solving and responding to crisis situations.
- Strong organisational skills and experience of managing competing priorities within challenging timescales.
- An appreciation and understanding of the significance of Christian faith within our food bank network, and the ability 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. Food banks in our network are typically governed by or run in partnership with local churches from across a wide range of denominations and traditions.

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 behaviour, values and leadership
- Excellent communication and interpersonal skills.
- Persuasive and effective coach, presenter and trainer.
- Ability to be self-motivated, working remotely but also contribute meaningfully to the team and wider organisation.
- Ability to think critically and strategically.
- Ability to manage partnerships with multiple stakeholders (internal and external).

Key Stakeholders

- The food bank network
- Area Manager colleagues (UK-wide)
- Network Support & Grant Giving
- Pathfinder team
- Financial inclusion team
- Safeguarding team
- External local stakeholders including local authorities, statutory services, third sector and anti-poverty groups



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 LGBTQIA+, from racially minoritised communities such as from Black, Asian and Minority Ethnic 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 to 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

