



## Network Lead - South West

18 Month Fixed Term Contract

APPLICANT INFORMATION PACK



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

A handwritten signature in black ink, appearing to read "Emma Revie".

**Emma Revie**  
Chief Executive





## What we Do

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

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.



## How we Work

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
- Strategic Communications

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 Pay & Benefits

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.





## Our Approaches

How we do something is as important as what we do. For that reason, we have developed a set of organisational approaches to describe how the Trussell Trust should work.

### Service

At the Trussell Trust, we seek to serve the work of the food bank network, listening attentively and seeking the good of our common mission rather than our own organisation.

### Collaboration

Wherever possible, we will collaborate with others to achieve our goals. This includes food banks in the network and people with direct experience of poverty, ensuring their effective involvement at every level of our activity.

These approaches should characterise all of our work, both with the food bank network and internally. They'll inform new ways of working at the organisation, and we'll make sure that we're continuously exploring, shaping, and living our values and approaches in our day-to-day work.

### Expertise

We will be the best that we can be in the things others rely on us to be expert about, being a powerful, clear voice for change in the policy and public sphere and sharing relevant insights and information with food banks.

### Transparency

We will be clear and open with information and plans, ensuring that our own integrity and authenticity build and maintain confidence among the wider public for the work of food banks.

# The Role



**Directorate:** Network Operations

**Responsible to:** Head of South England and Wales

**Hours:** Full Time (37.5 hours per week)

**Salary:** £54,343 per annum plus benefits

**Based:** Based in the South West England, with frequent travel to food banks around the region and to team away days, staff conferences and 1-2-1

## Role outline and purpose

The Network Lead plays a central role in helping us achieve our vision to end the need for food banks in the UK. This is a varied, proactive and fast-paced role that involves representing the Trussell Trust on policy and public affairs and key stakeholder relationships in South West, the leadership of a dynamic team of area managers that supports the network of food banks in the South West to deliver emergency food, and the coordination of projects and partnerships to support the food banks in our network to reduce the need for their services locally.

## Responsibilities

- **Strategic Leadership:** Manage the delivery of food bank operations in the nation and key strategic projects that are part of the Trussell Trust's five-year strategy to end the need for food banks.
- **Projects and partnerships:** Build partnerships and develop projects with organisations to develop and build services and systems that help end the need for food banks.
- **Policy, public affairs and church engagement:** Engage with a wide range of external bodies, including national government, elected representatives, faith and community organisations, and research bodies. Ensure that local churches (including church leaders) feel connected and understand the importance of ending the need for food banks in local communities.
- **Team Leadership:** Provide leadership, support, coaching, development, and line management to the area managers. Provide support, advice and guidance to Trussell Trust project leads as appropriate to ensure they understand the policy and public affairs context for delivering their work in the nation e.g. Pathfinder and Financial Inclusion team
- **Risk Management:** Ensure consistent quality assurance of food banks across the nation, in line with the risk framework and support area managers to deal with complaints and manage food banks with high risks.
- **Cross-organisational working:** Act as a liaison between the area team, the wider operations team, and other directorates, managing the flow of ideas and feedback to positive effect.

# Person specification

## Technical skills and minimum knowledge:

- Confidently represent the Trussell Trust with a range of stakeholders, including elected representatives, and effectively manage the roll-out of the organisational strategy in the /nation.
- Policy and public affairs knowledge, including a track record of successfully influencing politicians and key decision-makers to achieve strategic goals.
- Knowledge and experience of community development or local service provision.
- Experience of managing projects and partnerships, from inception to evaluation, to achieve strategic goals.
- Experience of team leadership including line management and supervision, including dealing with performance issues and using coaching skills.
- Competent and efficient use of IT, including the main Microsoft Office programs and database management.

## Behaviours and competencies:

- Demonstrates 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, particularly listening skills.
- Confident, resilient and self-motivated team player
- Well-organised and able to juggle competing priorities.
- 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.

## Key Stakeholders

- Area managers
- Network leads
- Head of South England and Wales
- Network services
- Pathfinder team
- Financial inclusion team
- UK policy team
- Head of safeguarding and risk
- Public engagement directorate
- Local elected representatives, including MPs and councillors
- Representatives of local organisations



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 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 580 180 or email [recruitment@trusselltrust.org](mailto:recruitment@trusselltrust.org).

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

