PA to Head of Network Programmes and Innovation
Fixed Term Contract until December 2025

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
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.

**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.

**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.

**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.

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.
The Role

**Directorate:** Network Programmes and Innovation  
**Responsible to:** Director of Network Programmes and Innovation  
**Hours:** Full Time (37.5 hours per week)  
**Salary:** £32,196 per annum plus benefits  
**Based:** Home based, with occasional travel for key events

Role outline and purpose

The purpose of this role is to provide administrative, project and event planning support to the Director of Network Programmes & Innovation. This will involve working with the Director and other colleagues to build a strong structure for the directorate as they work towards fulfilling their strategic goals.

Responsibilities

- **Diary and Email Management** - Review incoming correspondence for the Director of Network Programmes & Innovation and take action as appropriate; drafting emails and documents, collecting and analysing information, initiating communication with key stakeholders and supporting the Director’s work as part of the Senior Leadership team.

- **Event and Meeting Logistics** - Organise regular meetings and events on behalf of the Director of Network Programmes & Innovation, liaising with external partners and key stakeholders.

- **Project Planning** – Provide administrative and logistical support to develop and deliver a range of projects on behalf of the Director of Network Programmes & Innovation and the Operations leadership team.

- **Working with stakeholders** - Work closely with people across the network and externally to ensure that the Network Programmes & Innovation directorate are engaged and represented as needed to maximise collaborative working.

- **Travel and logistics** – Booking travel, hotel rooms and meeting rooms for the Director of Network Programmes & Innovation.
Person specification

Technical skills and minimum knowledge:

• Clear understanding of the need to maintain confidentiality.
• Experience planning and supporting projects, events and meetings with multiple stakeholders;
• Proven ability to operate with diplomacy, tact and empathy at all levels.
• Strong written and oral communication and administrative skills and ability to adapt communication style as appropriate.
• Highly organised and experience providing support for a Director and senior colleagues and developing strong working relationships with key partners at all levels of seniority.

Behaviours and competencies:

• Demonstrates a commitment to the values of the Trussell Trust
• Demonstrates a good understanding or capability to learn the principles underlying GDPR, other applicable legislation and best practice.
• Effectively plans and organises tasks and activities which involve multiple partners
• Spots opportunities and barriers for the Director of Network Programmes & Innovation and takes initiative to develop appropriate responses
• Manages relationships with colleagues and participants with confidentiality, warmth, professionalism and sensitivity
• Role models inclusive behaviours and values

Key Stakeholders

• Network Programmes & Innovation Directorate
• EA/PA Group
• External partners
• Key Funders
• SLG
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.

www.trusselltrust.org/jobs