



Network Services Co-ordinator (13M FTC)

APPLICANT INFORMATION PACK



www.trussell.org.uk



Welcome from Emma Revie, Chief Executive

Thank you for your interest in joining Trussell.

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 Trussell 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 Trussell 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 Trussell helping our work towards a future without the need for food banks.

Our Pay & Benefits

Our people are the most important thing Trussell 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 Trussell should work.

Service

At Trussell, 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: Network Services Manager

People Responsibility: This role may manage volunteers

Hours: Full Time (37.5 hours per week)

Salary: £29,346 per annum plus benefits

Based: Home based with some travel to Salisbury or London offices, some travel to Foodbanks and attendance to staff conferences, 121s and team away days

Role outline and purpose

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

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 Trussell and external partners.
- Lead and manage operational projects, including working with external partners and stakeholders from across Trussell.
- 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 Trussell.
- Demonstrates empathy for people from disadvantage, 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 & Marketing
- Learning & Development
- Strategic Communications



Trussell 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@trussell.org.uk.

www.trussell.org.uk/jobs

