

Central and Public Support Co-ordinator

Applicant information pack



We are

1,400

different food bank locations

40,000

volunteers in our network

12,000

churches supporting us

100,000+

community groups and schools and millions of
people across the UK ready to take action

**And together,
we are Trussell.**

Introducing Trussell

Our vision is for a UK without the need for food banks or put another way, we exist so everyone can be free from hunger.

We're an anti-poverty charity and community of food banks. We work together to ensure no one in the UK needs a food bank to survive, while providing food and practical support to people left without enough money to live on.



Our mission

We exist so that everyone in the UK can be free from hunger. We work together to ensure no one needs a food bank to survive. Until that happens, we will continue to stand alongside people facing hardship, providing emergency food and practical support to people left without enough money to live on.

Our values

Our values underpin everything we do. Hunger and poverty are not inevitable, and we all have a responsibility to take action.



Compassion

This motivates us to stand alongside people facing hardship and provide support and care for individuals.



Justice

This drives us to insist that it is not right that somebody should experience hunger or poverty, and take action to change this.



Community

As people, we are all interconnected, and because of this we have a responsibility to support one another.



Dignity

We recognise the value of every individual, prioritising other people's needs and concerns in the spirit of friendship.

Ending hunger together

Last year, our community of food banks distributed 3.1 million emergency food parcels – the most ever in a single year.

People need food banks when they don't have enough money to afford the basics forcing impossible decisions like whether to heat their home or put food on the table, or whether to go without toiletries like shampoo, toilet roll or tampons.

Hunger in the UK isn't about food – it's about income.

We need urgent action on hunger in the UK. People are being pushed to the brink because they don't have enough money to live on. This can't go on. We refuse to stand by while so many of us can't afford to eat, keep warm and pay the bills.

How will we end the need for food banks?

Food banks are a vital lifeline for so many people facing hardship, but in a just and compassionate society, no one should need one.

Not so long ago, food banks were not needed to the extent they are today. Our social security system was created 80 years ago to protect people from hunger and hardship, and for decades after, people were a lot less likely to need a charity's help for the essentials. So we know things can be better.

We know what's pushing people to food banks and we know the building blocks needed to end hunger for good.



The role

Programme: Food Bank Resilience

Responsible to: Public Support Manager

Responsible for: This role may manage volunteers

Hours: Full-time (35 hours per week)

Salary: £31,253.73 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

Key Responsibilities

To support the delivery of effective and dynamic public and food bank facing support services. Ensuring that food banks have the technical support and information to work and report effectively and that people facing hunger or hardship receive compassionate and practical advice. Responsible for answering public and food bank enquiries, providing technical support to food banks to ensure the delivery of high-quality services that support the network to work towards an end to the need for food banks in the UK.

This role is part of Trussell's Food Bank Resilience programme, the goal of which is to support every food bank to develop and sustain the core offer of a warm welcome, food and advice for every person, for as long as their services are needed, while orienting their organisations towards an end to the need for food banks. This role is focused on the successful delivery of the overall programme outcomes, contributing to the fulfilment of our long-term vision of a UK without the need for food banks.

Role Responsibilities

Responding to customer enquiries

Respond to calls and emails from the public, food banks, and referral agencies, ensuring each person receives accurate and timely information to support their ongoing journey. This includes providing details of local food banks and other food-aid providers, signposting to relevant national and local agencies, replying to emails, answering phone calls, responding to complaints, and directing customers to the appropriate teams or resources so they can operate confidently and access the support they need for their current situation.

Supporting Volunteers

Provide support to our Support Team Volunteers ensuring they have a positive experience volunteering for Trussell and are well-equipped to respond to incoming enquiries. This includes managing rotas, supporting training and regular team meetings, leading on volunteer recruitment and providing ongoing recognition. Additionally, monitoring the wellbeing of volunteers throughout their shifts, providing support after difficult calls and promptly responding to their queries. This ensures that Public Support Team Volunteers feel valued and supported and can carry out their duties effectively.

Generate and analyse data reports

Generate and analyse data reports to support accurate monitoring, insight development and effective decision making across programmes and partnerships. This includes ensuring information is accurately logged and generating regular and ad-hoc reports, analysing and verifying data for accuracy, and sharing insights with internal programmes and external partners to ensure reliable information is used to guide planning, demonstrate impact and improve service delivery.

Develop and maintain accurate internal signposting information

Develop and maintain our internal Signposting repository. This includes ensuring the information is kept up to date, simple to use, and contains well maintained information that supports colleagues to deliver accurate and consistent guidance to callers.

Co-ordinate, advise on and implement offers and pilot projects

Co-ordinate, advise on and implement projects that support the ongoing development of the Public Support Line and the delivery of offers and pilot projects to food banks. These projects will be driven by insights and user feedback and include establishing new systems and ways of working to ensure the phone line is relevant, supportive and in line with Trussell values. This also includes coordinating and communicating offers and pilot projects to food banks, sharing clear and timely information, gathering and responding to queries, co-ordinating participation, and ensuring updates and requirements are communicated in accessible ways. This enables food banks to make informed decisions, engage confidently with opportunities.

Provide technical support

Provide technical support to food banks and referral agencies to enable efficient use of systems and tools provided by Trussell. This includes responding to telephone and email enquiries, communicating system updates, providing training, and producing guidance documents, ensuring food banks and referral agencies have the systems support they need in order to be able to work and report effectively.

Person specification

Core Knowledge

Knowledge of basic safeguarding and data protection principles

Proficiency in MS Office (e.g. Excel, Word, PowerPoint, Outlook)

Ability to analyse and present data

Essential Skills

Written and verbal communication skills

Reporting and documentation

Customer service skills

Time management & Prioritisation skills

Accuracy and attention to detail

Key Experience

Handling complex customer or service-user enquiries

Handling Safeguarding concerns

Special Requirements

None

Key Stakeholders

Stakeholder/Group	Interaction	Frequency (Regularly/Ad-Hoc/Project specific)
Internal		
Line Managers	Provides updates, seeks guidance where required, and collaborates to ensure priorities are achieved.	Regularly
Volunteers	Provides support and guidance to team. Supporting with answering questions and making sure they have what they need to do the role	Regularly
Programme Team Members & Programme Colleagues	Advises and collaborates to deliver shared objectives and provide mutual support	Regularly
Other Programme Teams	Offers guidance and insights to help stakeholders understand implications of choices. Collaborates to deliver shared objectives, align approaches and achieve effective cross-functional working	Ad Hoc
External		
Food Banks	Provides support services and guidance to help stakeholders perform their responsibilities.	Regularly

Partner Organisations & Sector Networks	Offers guidance and insights to help stakeholders understand implications of choices.	Regularly
People facing Hunger or Hardship	Provides support services and guidance to ensure people facing hunger and hardship get information around their local food bank/food aid and other local and national support	Regularly
Other members of the public	Answers general questions around Trussell and its community of food banks	Regularly

Committed to being a
menopause friendly
employer



If you have questions about this position, please call
01722 580 180 or email recruitment@trussell.org.uk.

trussell.org.uk/jobs

Trussell is the operating name of The Trussell Trust a registered charity in England & Wales (1110522) and Scotland (SC044246).
Registered Limited Company in England & Wales (5434524).