Trussell
Ending hunger together

2026

Central Support Co-ordinator x2

Applicant information pack



trussell.org.uk

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.



Community

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



Justice

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



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: Central Support Manager
Responsible for: This role may manage volunteers
Hours: Full-time (35 hours per week)
Salary: £29,805.59 per annum plus benefits
Based: Home based with some travel to Salisbury or London offices, attendance to staff conferences, 121s and team away days

We have 2 opportunities available:

- **1 x Permanent**
- **1 x Fixed-term Maternity Cover (12 months)**

Please indicate within your application whether you wish to be considered for:

- **Permanent only**
- **Fixed-term only**
- **Either opportunity**

Role Purpose

To support the delivery of effective and dynamic food bank facing central support services. Ensuring that food banks have the technical support and information to work and report effectively. Responsible for answering food bank enquiries, providing technical support to food banks, and supporting and advising on interdepartmental projects 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.

Key Responsibilities

- **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.

- **Respond to customer enquiries**
  Respond to enquiries from food banks and referral agencies to provide them with the knowledge and resources to support their operation. This includes replying to emails, answering phone calls, responding to or escalating complaints and directing customers to the relevant teams or information so that they receive accurate and timely information, enabling them to operate confidently and provide effective support for their local communities.

- **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 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.

- **Support and advise on interdepartmental food bank facing projects**
  Support and advise on interdepartmental food bank facing projects to ensure food banks' needs and perspectives are appropriately considered.
  This includes working with internal stakeholders and food banks to contribute to project activities, gather information, share insights, and provide advice throughout development and delivery phases. This ensures projects are designed and delivered in a way that reflects food banks' operational realities, enabling consistent, high quality outcomes that strengthen support for food banks and their service in their local communities.

- **Coordinate and Communicate Offers and Pilot Projects to Food Banks**
  Coordinate and communicate offers and pilot projects to food banks to ensure clear understanding, effective engagement, and smooth delivery. This includes sharing relevant information with food banks, gathering and responding to queries, co-ordinating participation, and ensuring updates and requirements are communicated in a timely and accessible way. This enables food banks to make informed decisions and engage confidently with opportunities.

Person specification

Core Knowledge

- Proficiency in MS Office (e.g. Excel, Word, PowerPoint, Outlook)
- Ability to analyse and present data
- Basic Knowledge of safeguarding and data protection principles

Essential Skills

- Written and verbal communication skills
- Reporting and documentation
- Customer service delivery
- Time management & prioritisation

- Accuracy and attention to detail

Key Experience

- Handling customer or service-user enquiries

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
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	Regularly
Volunteers	Providing support and guidance to team. Supporting with answering questions and making sure they have what they need to do the role	Regularly
External		
Food Banks	Provides support services and guidance to help stakeholders perform their responsibilities.	Regularly
Partner Organisations & Sector Networks		Regularly

	Offers guidance and insights to help stakeholders understand implications of choices.	

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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).
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