Trussell
Ending hunger together

2026

Governance Co-ordinator

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: Risk & Governance Manager
Hours: Full-time (35 hours per week)
Salary: £32,996.45 per annum plus benefits
Based: Based from home, London, Manchester or Salisbury – travel around the UK as necessary including attendance at staff conferences, 121s and team away days

Role outline and purpose

The Governance Co-ordinator role plays a central role in monitoring governance and consistent operational standards across food banks. This role ensures that risk, compliance, and governance processes are followed, quality checks are completed on time, and Area Managers, Network Leads, and volunteers receive timely and accurate information to support decision making. It may also be required to support other members of the Specialist Services team.

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

- **Oversight of the administration of food bank governance health checks**
  Support effective governance monitoring. This includes issuing documentation, updating records, initiating reminders and following the escalation process to ensure information accuracy is logged to Salesforce for each food bank to achieve timely completion of Governance Health Checks, demonstrating a safe and legal food bank.

- **Production of records for the effective management of Governance Health Checks**
  Enable oversight of governance compliance across the food bank network. This includes producing management information to enable review of the Governance Health Check process to ensure network-wide compliance within the agreed risk framework of Trussell so that network-wide governance compliance can be monitored and effectively addressed.

- **Management of Salesforce for Governance Health Checks**
  Ensures systems effectively support governance and monitoring reporting. Coordinate with the Salesforce team to provide information on Governance Health Check process updates and ensure these are effectively captured within the system. This enables effective use of the system and preparation of clear, accurate and timely reports and dashboards to assist with trend analysis and anomaly identification, supporting strategic decision making.

- **Supervision of the Quality Assurance Volunteer Team**

Support an effective and consistent service through supervision of the Quality Assurance Volunteer team. This includes providing pastoral support, setting clear expectations through leading weekly team meetings, reviewing the team's outputs, and proactively escalating any risks identified to the Risk and Governance Manager (where appropriate), to ensure the Governance Health check system is effective and the team is an integrated part of Trussell.

- **Monitoring and managing Quality Assurance communications.**
  Ensure compliance queries are handled consistently and effectively. Manages the Quality Assurance inbox, being first point of contact for compliance queries, triaging information appropriately, and logging all communication in Salesforce. This ensures transparency and effective management of queries received to the inbox.

- **Maintaining a register of all Specialist Services Digital Hub documentation**
  Ensure governance documentation remains accurate, current and accessible. Conducts regular audits, prompts document owners when updates are required, and coordinates with the network events team to ensure timely publication of updates, enabling food banks to access accurate resources that support their Trustee duties and facilitate legal compliance.

Person specification

Core Knowledge

- Some understanding of charity governance and what constitutes a safe and legal charity.
- Strong organisational skills, document control processes and ability to maintain methodical records.

Essential Skills

- Strong communication and influencing skills, both written and verbal
- Developed knowledge of MS Office applications, including Word, Excel, Outlook and PowerPoint
- Understanding of how to use Form Assembly and DocuSign.
- Consistent attention to detail

Key Experience

- Experience of using Salesforce (or similar CRM), including accurate record keeping and report creation.

Key Stakeholders

Stakeholder/Group	Interaction	Frequency (Regularly/Ad-Hoc/Project specific)
Internal		
Quality Assurance Volunteer Team	Provides supervision and support to the team	Regularly
Central Support Services	Collaborates on the governance change process and complaints management	Regularly
Area Team	Collaborates to ensure timely delivery and responses to GHCs	Regularly
Network Events & Engagement	Collaborates to arrange updates to the HUB and training events	Regularly
Data Protection Manager	Collaborates on governance health check related queries	Ad Hoc
Safeguarding Manager	Collaborates on governance health check related queries	Ad Hoc
External		
Food Banks	Collaborates to understand operational needs, align support and deliver solutions that enhance impact.	Regularly

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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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