



Financial Inclusion Development Manager (Helpline Services)

APPLICANT INFORMATION PACK





Welcome from Emma Revie, Chief Executive

The work of our foodbank network is inspiring, but we face significant challenges ahead. Between 1st April 2019 and 31st March 2020, food banks in the Trussell Trust network distributed 1.9 million three-day emergency food supplies to people in crisis, a 18% increase on the previous year. More than 700,000 of these went to children.

I want to see the end of the need for emergency food services in every nation of the UK, to work with governments at every level to ensure that our benefits system provides a genuine safety net for people and work is paid a fair wage, allowing individuals and families to thrive rather than just stave off crisis.

Working for the Trussell Trust means making a difference in people's lives. To continue our vital work, we rely on a team of dedicated people. Come and join one of the fastest growing charities in the UK!

Emma Revie
Chief Executive



What we Do

Our aim is to end hunger and poverty in the UK. We support a nationwide network of 1,200 food bank centres across the UK.

Together, we provide emergency food and support to people locked in poverty, and campaign for change to end the need for food banks in the UK for good.

In the UK, more than 14 million* people are living in poverty - including 4.5 million children. As a nation, we expect no one should be left hungry or destitute, and we owe it to each other to make sure the right support is in place when we need it most.

It's simply not right that we live in a society where so many people are locked in poverty.

Together, we can end hunger and poverty in the UK.

[*14.2 million people in the UK population are in poverty.](#)
[The Social Metrics Commission, 2018](#)

Our values

The Trussell Trust is committed to community built on diversity, tolerance, cooperation, and mutual respect. We want to contribute to society and demonstrate social responsibility.

Our values are **Compassion, Justice, Community and Dignity.**

These are reflective of the values we see embodied throughout the Trussell Trust network of food banks.

Whilst we recognise that charities, churches and organisations running food banks may hold additional or distinctive values, these are the values which we hold together as a network, and by which we hold one another accountable.



How we Work

Our head office is based in Salisbury in Wiltshire, with satellite offices in London and Coventry.

We also have team members based across the UK supporting food banks at a local level.

Our support for the food banks in our network is delivered through directorates, all of which report into our Chief Executive. These are:

- Operations
- Finance & Corporate Services
- Policy, External Affairs & Research
- Strategy & Impact
- Public Engagement

Whatever your skills or experience, there could be a role for you at the Trussell Trust.

Our Benefits

Our people are the most important thing the Trussell Trust has. Without our staff, we couldn't achieve our goals and create change.

Our staff are passionate about their work and the difference they make to the lives of others. The benefits package we offer supports our staff professionally and personally.

Benefits include matched pension contributions of up to 8%, group income protection, payroll giving, flexible working, season ticket loans, and enhanced contractual leave.

To find out more about the full range of benefits we offer, visit www.trusselltrust.org/employee-benefits.



The Role

Directorate:	Financial Inclusion
Responsible to:	Senior Manager Financial Inclusion
Hours:	Full Time (37.5 hours per week)
Based:	Based from home with regular travel across the UK



ROLE OUTLINE AND PURPOSE

The Financial Inclusion Development Manager (Helpline Services) is accountable for supporting the Senior Manager to develop, implement and deliver national services for the Financial Inclusion Programme, delivering real change for people in crisis across the UK. This highly relational role will align with the implementation of the national helpline services developed in partnership across the UK, by working closely with the foodbank network and key colleagues across our national delivery partners to ensure that the services are successfully piloted and mainstreamed, delivering improved experience and outcomes to people in crisis. The post will be accountable for project management of key elements of the programme under the direction of the Senior Manager and Head of Financial Inclusion Programmes, as well as helping to co-ordinate cross organisational and external engagement on the helplines and other projects such as participation.

ROLE RESPONSIBILITIES

- Working with the Senior Manager (Helpline Services) and Head of Financial Inclusion Programmes to develop and deliver agreed Financial Inclusion projects and workstreams (with particular reference to helpline services) between the Trussell Trust, key partner organisations, and local and national stakeholders.
- Ensure effective engagement and communications with both operational colleagues and food banks to maintain awareness of and buy-in to projects and partnerships.
- Project manage key aspects of helpline services across the UK. This includes joint governance arrangements (including leading workstream and supporting working and steering groups), and ongoing optimisation of service delivery to provide access to high quality income maximisation and other social welfare law advice for people in crisis.
- Work to drive enhanced operational and strategic partnership with colleagues across the organisation and a range of key financial inclusion partners, to maximise the impact and sustain the helplines and associated services, providing project management support.
- Monitor progress against projects' OKRs and ensure delivery of programme reporting; review OKRs on a rolling basis, to ensure the impact of programmes is collated and reported (with particular reference to Programme Boards and Steering Groups, as well as colleagues from Operations, Policy & Research, Strategy & Impact and Fundraising teams).
- Work closely with Participation colleagues across the organisation to ensure the voice of all stakeholders including people with lived experience of poverty is reflected in project approaches, roll out and outcomes.



Person specification

Technical skills and minimum knowledge:

- Project management
- Knowledge of advice sector and/or deep understanding of foodbank network
- Managing multiple projects, identifying conflicting demands and establishing clear priorities in order to meet objectives
- Managing key stakeholder relationships
- Communicating to different audiences, including verbally and in writing.

Behaviours and competencies:

- Proactively solves problems and challenges while maintaining wider consideration of organisational priorities and implications.
 - Team player whether leading projects or a project team
 - Highly organised
 - Role models inclusive behaviour, values and leadership
- Demonstrate a commitment to the values of the Trussell Trust
- Demonstrates empathy for people from disadvantaged, marginalised or socially-excluded backgrounds

Key Stakeholders

- Network Services
- Operations including Regional/Area teams
- Fundraising team
- Policy and Research team
- Partner organisations
- Food bank network



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 580 209 or email recruitment@trusselltrust.org.

www.trusselltrust.org/jobs

