



# HEAD OF SCOTLAND

APPLICANT INFORMATION PACK





## WELCOME FROM EMMA REVIE, CHIEF EXECUTIVE

The work of our foodbank network is inspiring but we face significant challenges ahead. Between 1<sup>st</sup> April 2018 and 31<sup>st</sup> March 2019, The Trussell Trust's Foodbank Network distributed 1.6 million three-day emergency food supplies to people in crisis, a 19% increase on the previous year. More than half a million of these went to children.

I want to see the end of the need for emergency food services in our country, to work with Government 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.

Although the recent Budget marked a positive step forward, there is still much more to be done and we will continue to work through the foodbank network to bring further change.

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 important to us, and we practice them in all areas of our work - from the way our food bank centres support people in crisis, to how we interact with our own staff.

We are **passionate** about what we do and the difference it makes. We are **compassionate**, giving selflessly and putting others first. We hold ourselves **accountable**, taking responsibility for our actions and decisions, and their consequences.

We are **innovative**, with the ambition to pursue new, creative ideas. We **empower** and encourage staff, volunteers, and clients to achieve their best in a safe environment.



## 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 six directorates, all of which report into our Chief Executive. These are:

- Operations
- Finance & Corporate Services
- Policy, External Affairs & Research
- Strategy & Impact
- People & Culture
- Fundraising

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/about/jobs/employee-benefits](http://www.trusselltrust.org/about/jobs/employee-benefits).



## THE ROLE

**Directorate:** Operations

**Responsible to:** Director of Operations

**Responsible for:** Scotland Operations Manager

**Hours:** Full-time (37.5 hours per week)

**Salary:** £50,000 per annum plus benefits

**Based:** The role will be home based, but extensive travel across Scotland and the wider UK will be required



## ROLE OUTLINE

The Head of Scotland is responsible for leading our vision to end the need for food banks in Scotland. Scotland currently leads the way in having a rights-based, progressive agenda to ending the need for food banks, but there is much to do to ensure political intentions become a reality. This new role will direct Trussell Trust's policy and public affairs work in Scotland, lead our Scotland team as they support our network of food banks and work strategically with key partners to tackle the underlying reasons why people need to come to food banks.

## RESPONSIBILITIES

- Lead the delivery of the Trussell Trust strategy for ending the need for food banks in Scotland
  - Work with key partners, such as Menu for Change, to direct Trussell Trust's policy and public affairs and work with the Scottish government and local authorities across Scotland
  - Build collaborative partnerships in Scotland to expand our influence in the areas of destitution and hunger
  - Manage the Operations team in Scotland to ensure the safe and effective operations of the food bank network
  - As our media spokesperson in Scotland communicate the Trussell Trust's policy, research and campaigns positions
  - Provide leadership, support and line management to the operations managers, including regular 1:1s and annual reviews to ensure objectives and KPI's are met
  - Work with our Head of Church Engagement to deliver a church engagement strategy that will mobilise the Scottish church to work to end the need for food banks
  - Work with the Strategy & Impact team and Policy, External Affairs & Research teams to ensure effective cross-departmental working on policy and research opportunities, strategic priorities, church engagement, external partnerships and impact reporting
  - Maintain regular reports, budgets and update systems as required
  - Develop a culture of innovation, resourcefulness and best practice to make the best use of time and skills in the team
  - Promote collaborative working across the team and with other teams across The Trussell Trust.
- Any other reasonable duties as specified by the line manager to support the work of the Trust.



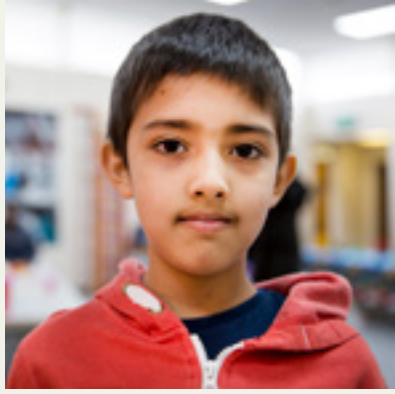
# PERSON SPECIFICATION

| Requirement                                                                                                                                                                                                                        | Measures of success                                                                                                                                                                                                                                                                                                                                                                                                  |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Significant Policy and Public Affairs experience in Scotland                                                                                                                                                                       | <p>Length of service in similar role.</p> <p>Evidence of targets met.</p> <p>Demonstrates emotional intelligence required in the role.</p>                                                                                                                                                                                                                                                                           |
| Strategic thinker                                                                                                                                                                                                                  | <p>Track record of creation and delivery of advocacy and public affairs strategies.</p> <p>Understanding of the elements that must come together for such a strategy to achieve its objectives.</p>                                                                                                                                                                                                                  |
| Policy expertise                                                                                                                                                                                                                   | <p>Demonstrates an understanding of policies, particularly those that have been shown to affect Scottish poverty and hunger. Can explain policy motivations of main Scottish political parties and advise on how most effectively to influence them.</p> <p>Understands the UK policy context and how it impacts on and interacts with the Scottish policy context, particularly in the area of social security.</p> |
| Public affairs expertise                                                                                                                                                                                                           | <p>Understands the machinery and structure of government at UK, Scottish and local authority levels. Has track record of directly influencing politicians and key decisionmakers to achieve strategic goals.</p>                                                                                                                                                                                                     |
| Campaigns expertise                                                                                                                                                                                                                | <p>Understanding of current charity campaigning landscape in Scotland. Can demonstrate experience of working with different elements that contribute to a successful campaign. Good understanding of social media and its importance in achieving these aims.</p>                                                                                                                                                    |
| <p>Track record of leading, motivating and inspiring an operational team; and overseeing and developing processes &amp; systems</p> <p>Is strategic in approach, and identifies ways that projects and systems can be improved</p> | <p>Demonstrable track record in a similar role, including line management of a dynamic team.</p> <p>Demonstrate emotional intelligence required in the role.</p> <p>Demonstrates strategic thinking and a commitment to continuous improvement.</p>                                                                                                                                                                  |
| Track record or building and leading partnerships with other organisations at a national level                                                                                                                                     | <p>Excellent interpersonal and influencing skills.</p> <p>Strategic thinker.</p>                                                                                                                                                                                                                                                                                                                                     |
| <p>Senior level experience ensuring service quality in a public-facing not-for-profit organisation</p> <p>A strong sense of responsibility; meticulous in timely compliance with regulations and requirements</p>                  | <p>Demonstrate a good understanding of the principles underlying Charity Commission regulations, GDPR, other applicable legislation and best practice; able to identify situations where any risk of non-compliance/adherence may arise.</p>                                                                                                                                                                         |



# PERSON SPECIFICATION

| Requirement                                                                                                                                                      | Measures of success                                                                                                                                                                                                                                                                                        |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Team worker with a flexible approach to the role and its future development</p> <p>Ability to establish credibility quickly with a range of stakeholders.</p> | <p>Considered communication with Operations Managers, Area Manager team, members of the Foodbank Network support team and the wider Trussell Trust organisation.</p> <p>Demonstrates experience of working with a range of stakeholders to deliver projects.</p> <p>Takes on ad hoc tasks as required.</p> |
| <p>An effective communicator, verbally and in writing. Diplomatic and with the interpersonal skills required by the role</p>                                     | <p>Outstanding interpersonal skills, communicative and approachable; written communication is succinct and convincing</p>                                                                                                                                                                                  |
| <p>Is confident and self-motivated.</p> <p>Is able to work through challenges and complex problems in positive and effective ways</p>                            | <p>Demonstrates the ability to work independently.</p> <p>Demonstrates resilience, resourcefulness, flexibility and perseverance.</p> <p>Demonstrates a commitment to and experience in proactive problem solving.</p>                                                                                     |
| <p>Passionate about the work of the Trussell Trust and is sympathetic to its values and ethos</p>                                                                | <p>Demonstrates personal integrity and commitment to the values of the Trust</p> <p>Demonstrates empathy for people from disadvantaged, marginalised or socially-excluded backgrounds</p> <p>Able to represent the Trust and its values effectively</p>                                                    |
| <p>Commitment to occasional need to work outside of normal working hours and frequent (min. weekly) travel throughout the UK</p>                                 | <p>Willing to be available for work related travel</p>                                                                                                                                                                                                                                                     |



## 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 [www.trusselltrust.org/jobs](http://www.trusselltrust.org/jobs) and click on 'Apply for this job' by the role details. This will take you through to our online Applicant Tracking System (ATS). You need to complete the ATS process in one go so it may help you to prepare the following before you start:

- Current employer
- Position in organisation
- Length of notice
- Give a brief outline of the responsibilities associated with your current role (no more than 150 words)
- Explain your interest in the position and give details of any relevant experience you have (no more than 150 words)
- Then separately upload your CV and a letter outlining why you are just who we are looking for.

If you have questions about this position please call 01722 580 209 or email [people@trusselltrust.org](mailto:people@trusselltrust.org).

[www.trusselltrust.org/jobs](http://www.trusselltrust.org/jobs)

