



## Financial Inclusion Lead (Scotland)

APPLICANT INFORMATION PACK



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



## 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 six 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](http://www.trusselltrust.org/employee-benefits).



## The Role

**Directorate:** Operations

**Responsible to:** Network Lead (Scotland)

**People Responsibility:** No direct reports

**Travel required:** The role will be home based (Scotland), with extensive travel across Scotland and some to England, Northern Ireland and Wales.



### Role outline and purpose

This is a varied, proactive and fast-paced role managing financial inclusion activities across Scotland. This includes the day-to-day coordination of projects and partnerships, as well as providing direct support on financial inclusion to food banks in Scotland. This role may be responsible for managing a Financial Inclusion manager in the future.

Scotland currently leads the UK 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 role will provide essential financial inclusion expertise and support to our area managers and the food bank network to reduce, prevent and eventually end the need for food banks in Scotland.

### Role responsibilities

- Lead the delivery in Scotland of the Trussell Trust's programme to develop an integrated approach to financial inclusion across the food bank network, in line with the organisation's mission to end the need for food banks.
- Drive the promotion of good practice in advice delivery including service models, quality assurance processes, governance, monitoring, evaluation and reporting, referral pathways, engaging volunteers and promote a culture of continuous improvement and participation of diverse communities with lived experience.
- Provide direct support to food banks in Scotland to develop their financial inclusion offering by providing training, advice and support to develop new initiatives and partnerships, optimise existing ones and/or develop referral relationships with advice sector partners.
- Work closely with the Network Lead and Area Managers in Scotland to ensure that financial inclusion support is well-aligned and integrated with Trussell Trust's wider support offer.
- Work closely with the Scotland team, and in alignment with the Scotland strategy to establish effective partnerships with a range of stakeholders (including those that work with specific diverse groups who are affected by poverty). This would include working with advice providers, local authorities, community organisations and churches (which are often involved in the governance and running of food banks) to build understanding of and commitment to the importance of effective financial inclusion provision in contributing to ending the need for food banks in local communities.
- To work with food banks to ensure that local churches (including church leaders) are connected to and have an understanding of the importance of effective financial inclusion provision in contributing to ending the need for food banks in local communities.
- Collate information on challenges, good practice and key considerations and work with the Financial Inclusion Senior Manager (Income Maximisation) and Network Lead Scotland to identify and develop additional resources and support needed.
- Provide leadership, direction, support and line management to the Financial Inclusion Managers. This will include regular 1:1s and annual reviews to ensure objectives and key results are met.



## Person Specification

### ***Technical skills and minimum knowledge:***

- Knowledge of the advice and financial inclusion sector in Scotland
- Leadership and line management skills
- Planning and managing innovative projects
- Designing and leading participation of people with lived experience and utilising data and insight to tailor delivery to the needs of diverse communities
- Managing stakeholder relationships, particularly working with local community organisations in a community development context

### ***Behaviours and competencies:***

- Excellent communication and interpersonal skills
- Excellent problem-solving abilities
- Well-organised and able to juggle competing priorities
- Role models inclusive behaviour, values and leadership  
Demonstrate a commitment to the values of the Trussell Trust and in particular, empathy for people from historically excluded, marginalised or socially-excluded backgrounds
- Able to build effective relationships in contexts where Christian faith plays a major part, and in which people of all faiths and none collaborate to make a difference together.

## Key Stakeholders

- Food banks
- Area Managers, Network Lead, Policy and Public Affairs Manager (Scotland) and the Head of Scotland
- Financial Inclusion Leads and Managers across the UK
- Network Services
- Partner organisations



## Our Values

The Trussell Trust is a charity that works to end the need for food banks. It is founded on and shaped by Christian principles.

Our values of dignity, justice, compassion and community, are central to all that we do and therefore supports our aim to be an organisation where the diversity of all employees is valued. We welcome people of all faiths and none and those that are committed to these values.

We recognise that we have under-represented groups within our workforce. As part of our commitment to diversity and equality of opportunity we are actively encouraging applications from under-represented groups such as returning parents or carers who are re-entering work after a career break, people who are LGBT+, from Black, Asian and Minority Ethnic (BAME) backgrounds, with a disability, impairment, learning difference or long-term condition, with caring responsibilities, from different nations and regions and those with a lived experience of poverty as well as any other under-represented group in our workforce. We are committed ensuring the safety and protection of our employees from all forms of harm.

## 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](mailto:recruitment@trusselltrust.org).

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

