



## Strategic Manager Job Description and Person Specification

### JOB DESCRIPTION

**Responsible to:** CIO Trustees

**Responsible for:** Developing, implementing and monitoring our 3-year Vision and Strategy which includes our work as a Pathfinder Foodbank for Trussell Trust. Being central to the heart of our vision “More than just a Foodbank, helping to eliminate food poverty for all”

**Salary:** circa £28k

**Full-time / part-time:** Full time

**Temporary / permanent:** Contract 3 years

**Location:** Liskeard with travel to other sites as needed

**Overall responsibility of the job:** To lead on the development, implementation, tracking and monitoring of our newly created strategy which includes our work plan for being a Trussell Trust Pathfinder Foodbank, testing innovative approaches to ending poverty within our rural communities. Our key desire is to end the need for our food bank, through overcoming poverty, ensuring that people with lived experience of poverty are at the heart of shaping, leading and informing all we do and their experiences shared throughout the community. Support the rest of the work of the Foodbank by including being part of the Foodbank Management Team, interacting with clients, engaging with referral agencies and tackling the underlying causes of poverty as relevant. Act as a key link with the Trussell Trust as a food bank that is a part of the Pathfinder Programme.

### Specific responsibilities:

#### *Pathfinder Development*

- Implement and track the overall strategy, including the Pathfinder Priority Plan.
- Support other parts of the work being developed e.g., referral pathways, financial inclusion, participation and engagement strategies.
- Provide regular, timely reports and updates to the trustees around the impact of the work (qualitative and quantitative data) and whether the strategic objectives are being met.
- Develop a culture that brings all stakeholders into regular involvement of our work especially those people with lived experience of poverty.

- Support people to be able to share and communicate our mission with wider audiences.
- Work with our partners to ensure they understand our work and are involved in collaborative partnerships.
- Ensure results are seen from the strategy delivery, evaluating, reviewing actions and tactics as necessary to ensure success.
- Track and report on the Pathfinder Priority Plan back to the Trussell Trust.
- Deal with day-to-day issues in the office: i.e., responding to phone calls and emails as required.
- Attend team meetings and liaise with colleagues about any needs each week ensuring clear communication between team members.
- Lead and be an active part of the management team and responsibilities that arise from it.
- Attend Trustee meetings as requested.

#### *Foodbank centre outlets & Volunteers*

- Regularly attend the Foodbank centres to meet and interact with clients as part of the strategy awareness.
- Support the training of our volunteers within our centres and warehouse to ensure our volunteers are fully informed around our strategy and the drivers and impact of poverty.
- To provide line management support for the Volunteer Co-ordinator.
- Actively promote and support the recruitment and training of the teams of existing and new volunteers with the knowledge and skills needed to engage with clients and use the Turn2Us benefit calculator to identify unclaimed welfare benefits across the large coastal and rural area.

#### *Agencies*

- Engage with referral agencies to encourage active signposting of people to support as early as possible.
- Proactively engage with schools to promote and progress the initiative Financial Inclusion work of the Foodbank.
- Ensure that partnership working and collaboration is embedded in strategy implementation.

#### *Public Relations*

- Deal with local press enquiries.
- Contribute to the communications as required.
- Respond as needed to donators and friends of the Foodbank.
- Actively develop and maintain partnerships with businesses and individuals who will support the strategy and activity of the foodbank.

#### *Quality Assurance*

- Co-lead a team to undertake annual client surveys, in order to review the Foodbank centre service and identify areas for development and improved.

## **PERSON SPECIFICATION**

### **Experience**

- Strategy development and implementation.
- Understanding of how foodbanks work and key drivers of poverty.
- Working in the charity sector.
- Working at board level.

### **Key Skills**

- Ability to drive strategic thinking, including what the role of the Foodbank should be in relation to the wider rural community.
- Ability to lead, inspire and be creative.
- Strong oral and written communication.
- Excellent IT skills and social media awareness.
- Ability to work independently and unsupervised.
- Able to empathise with people from all backgrounds including disadvantaged, marginalized or socially-excluded groups, those in difficult situations and with a range of stakeholders, including senior leaders within other external organisations.

### **Personal attributes:**

- Honesty and integrity.
- Passionate about tackling poverty.
- Driving license or ability to travel around the community.

### **Training Provided**

- Induction training.
- Handling Conflict and Aggression as appropriate.

### **Disclosure and Barring Service**

- Apply for and hold an up-to-date certificate.