



Data Technician (9 month FTC)

APPLICANT INFORMATION PACK



www.trusselltrust.org



Welcome from Emma Revie, Chief Executive

Thank you for your interest in joining the Trussell Trust.

Last year, food banks in our network provided more than 2.1m parcels to people across the UK. This represents an increase of 14% compared to the same period in 2019/20. Over 830,000 of these went to children.

As the cost of living continues to soar, people who can least afford it, are feeling the impact the most. The work of our food bank network is inspiring, but it shouldn't be needed.

Our vision is for a future without the need for food banks. It's an ambitious goal, but we believe it's achievable. To get there, we need to work with governments at every level to ensure that our benefits system provides a genuine safety net for people and that everyone is paid a fair wage. Everyone should be able to thrive, not merely survive, because they don't have enough income to cover the essentials we all need.

Working for the Trussell Trust means you'll be making a real difference to the lives of people across the UK. To continue our vital work, and realise our vision, we rely on a team of dedicated people who share our goal. We hope you'll be part of that team!

Best wishes

Emma Revie
Chief Executive



What we Do

We support more than 1,300 local food banks across the UK, providing practical, community-led support for people facing hardship.

But emergency food isn't a long-term solution to hunger. People need food banks when they don't have enough money for essentials. It's not right that anyone needs a food bank to get by. That's why we campaign for change to end the need for food banks in the UK and work with communities across the UK to change the things that push people to need a food bank.

We bring together data and evidence from food banks and the people who need them across the UK, gathering powerful information on our society. Our research projects give the most in-depth picture of who needs a food bank and why, helping us co-create and advocate for solutions that will ensure all of us have enough money to cover our basic needs.

We believe that, in coming together, we will build a future where none of us need a food bank, because none of us will allow it. That's why we launched our five year [strategic plan](#). We know our goal to end the need for food banks is ambitious, but by working Together for Change, we believe it is achievable.

Our values

Our values are the fundamental driving principles that underpin our work. Developed in consultation with food banks, our values encapsulate the spirit of what it means to be part of the Trussell Trust and our network.

Our values are:

Compassion: We stand in solidarity with people that need the help of food banks. We put the wellbeing of people served by food banks above everything else. We always uphold and protect their dignity.

Justice: We are motivated by a desire to see a more just society. It's not right that anyone is facing hunger and poverty. Everyone should have enough income to afford the essentials.

Community: We believe we share the responsibility to support one another in our communities. To create change, we must work together for a fairer society.

Dignity: We recognise the innate value of each individual person and seek to prioritise the other person's needs and concerns in the spirit of mutuality and friendship. Regardless of background.



How we Work

Our team members are based in all four nations of the UK, supporting both our national work and food banks on a local level.

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

- Corporate Service
- Network Operations
- Network Programmes and Innovation
- Participation
- People and Inclusion
- Policy, Research and Impact
- Public Engagement
- Strategic Communications

Whatever your skills or experience and wherever you are based in the UK, there could be a role for you at the Trussell Trust helping our work towards a future without the need for food banks.

Our Pay & Benefits

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

All of our roles undergo a Job Evaluation and Benchmarking programme which has resulted in the implementation of a robust methodology for evaluating and setting salaries.

As a result we now have established levels and spot rate salaries based upon the market rate for all our roles that are non-negotiable. Our pay principles are important to us, they are grounded in a transparent and competitive approach to pay.

The benefits package we offer supports our staff professionally and personally.

Benefits include matched pension contributions up to 8%, company sick pay package including income protection insurance, enhanced Family leave including maternity and paternity, flexible working, payroll giving, enhanced contractual leave including the option to buy and sell holiday once a year.



Our Approaches

How we do something is as important as what we do. For that reason, we have developed a set of organisational approaches to describe how the Trussell Trust should work.

Service

At the Trussell Trust, we seek to serve the work of the food bank network, listening attentively and seeking the good of our common mission rather than our own organisation.

Collaboration

Wherever possible, we will collaborate with others to achieve our goals. This includes food banks in the network and people with direct experience of poverty, ensuring their effective involvement at every level of our activity.

These approaches should characterise all of our work, both with the food bank network and internally. They'll inform new ways of working at the organisation, and we'll make sure that we're continuously exploring, shaping, and living our values and approaches in our day-to-day work.

Expertise

We will be the best that we can be in the things others rely on us to be expert about, being a powerful, clear voice for change in the policy and public sphere and sharing relevant insights and information with food banks.

Transparency

We will be clear and open with information and plans, ensuring that our own integrity and authenticity build and maintain confidence among the wider public for the work of food banks.

The Role



Directorate: Corporate Services

Responsible to: Head of Strategic Intelligence

Hours: Full Time (37.5 hours per week)

Salary: £41,537 per annum plus benefits (9 month FTC)

Based: Home based within the UK with some travel to London and Salisbury offices, or travel to food banks including attendance to staff conferences, 121's and team away days

Role outline and purpose

The Data Technician is responsible for improving the robustness of existing data processes and building new ones to extract, clean and combine data to enable analysis, populating our Data Hub with curated data assets.

This role is responsible for ensuring that the relevant data necessary, whether from internal systems or external sources, is suitably processed and made accessible to enable insights and intelligence to be drawn.

The role holder should be an expert in either or both Tableau and Power BI, as well as a suitable coding language (such as Python or R) and able to not only build the data pipelines but transfer the knowledge to the wider Strategic Intelligence team.

Responsibilities

- Work closely with the Strategic Intelligence team to understand the current data processes and methods used in the preparation of data sets, alongside the business needs and aspirations for usage of data and the immediate outcomes of the Data Strategy.
- Provision of a robust data pipeline process to allow us to access, understand and analyse all the data from our bespoke SQL Data Collection System
- Provision of resource efficient data pipeline processes for regular (monthly) and timely (as early as possible each month) population of the Data Hub, refining current processes and building new ones where necessary. The data resides in different systems and applications and requires cleaning and combining before structuring appropriately.
- Work closely with system owners (both internal and external) to enable effective data sharing across the organisation.
- Documentation of all data pipeline processes, through both documents and coding commentary, to allow all Strategic Intelligence team members to understand the processes, fix issues that may arise in the future, change the process to reflect changes in the wider organisation and to replicate if relevant.
- Provide advice to Strategic Intelligence on all aspects of working with data, helping to improve the methods and practices used to manipulate data and provide actionable insights for the organisation and the food bank network.

Person specification

Technical skills and minimum knowledge:

- Experience of analysing data in a business or relevant environment
- Experience of relevant data software tools such as MS Excel, MS Power BI, Tableau, MS Power Query
- Experience in relevant coding languages such as Python, SQL, R
- Ability to undertake analysis and synthesis of large volumes of data and information, evidencing the ability to collect, organise, analyse and disseminate significant amounts of information.
- An effective communicator, verbally and in writing
- Ability to manage multiple projects, identifying conflicting demands and establishing clear priorities in order to meet agreed objectives.

Behaviours and competencies:

- Demonstrates a commitment to the values of the Trussell Trust.
- Demonstrates empathy for people from disadvantaged, marginalised or socially- excluded backgrounds.
- Role models inclusive behaviours and values
- A strong sense of responsibility; meticulous in timely compliance with regulations and requirements and shows a clear understanding of the need to maintain confidentiality.
- Is diplomatic and has the interpersonal skills needed in the role.
- Excellent decision-making ability, able to work through challenges in positive and effective ways.

Key Stakeholders

- Head of Strategic Intelligence and the wider Strategic Intelligence team
- Senior Research Manager
- Network Systems Manager
- Network Services Manager
- Wider organisation teams as necessary



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 LGBTQIA+, from racially minoritised communities such as from Black, Asian and Minority Ethnic 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 to 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 580 180 or email recruitment@trusselltrust.org.

www.trusselltrust.org/jobs



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