



The Role

Department: Operations

Responsible to: Director of Operations

Responsible for: 2 x Pathfinder Leads

Hours: Full Time (37.5 hours per week)

Salary: £46,500 per annum plus benefits

Contract: Two-year fixed term (from start date)

Based: The role will be home based, but regular travel across the UK will be required



ROLE OUTLINE

The Head of Pathfinding Programme will play a central role in helping us achieve our vision for an end for the need for food banks. This role will oversee the rolling out of new initiatives, securing cross-team support, and building momentum as part of the Trussell Trust's new five-year strategy. They will provide leadership to the Pathfinder Programme which will work with Pathfinder food banks across the UK to help them develop their own strategic plan for reducing the need for their services locally. The role will lead a high performing team who will develop and deliver strategic and operational programmes, including maximizing their profile and enhancing engagement across the charity and network.

Responsibilities

- Provide leadership and oversight to the Pathfinder Programme which seeks to create localised strategies with food banks that end the need for their services
- Acting as the primary contact for the Changing Communities, Changing Minds and Changing Policy boards to ensure that Pathfinding is fully embedded across the programmes
- Responsible for ensuring cross-directorate working to enhance the Pathfinder Programme and associated projects through conception, development and delivery
- Working closely with the Head of Scotland to ensure connectivity, shared learning and strategic reflection is facilitated with our Pathfinding work in Scotland and Northern Ireland
- Working with Strategy and Impact team, lead on the ongoing development of tools and practices to support better organisational data collection, reporting processes and learning methodologies as part of the Pathfinder Programme
- Work closely with the wider Operations leadership to evaluate and share learning from the Pathfinder Programme, including collectively developing a UK-wide roll-out plan
- Leading the Pathfinder team to maintain excellent records, analysing and presenting data to track progress against the agreed objectives and key results and inform the development of programmes
- Keep up to date with the messages, campaigns and initiatives of Trussell Trust, reflecting such across all communications
- Empower excellence in cross-team working to identify and encourage take up of new opportunities in line with best practice and shared learning
- Provide leadership, coaching and line management to the Pathfinder Leads in England and Wales to ensure objectives and key results are met
- Actively contribute to a culture of innovation, resourcefulness and best practice to make the best use of time and skills across the directorate
- Promote collaborative and flexible working between all parties.



Person specification

Requirement	Measures of success
<p>Strategic operational programme delivery experience, with the ability to think ahead, set clear direction and formulate realistic objectives.</p> <p>Track record of facilitating systems change.</p> <p>Embraces and embodies innovation.</p>	<p>Length of service in similar role and/or at senior level.</p> <p>Ability to develop and monitor the implementation of strategies, budgets and operational plans.</p> <p>Evidence of objectives achieved.</p> <p>Evidence of successful change management.</p> <p>Shows a good understanding of, and enthusiasm for, innovation and shows experience of past projects where emerging trends have been harnessed for results.</p>
<p>Able to manage complex relationships.</p> <p>Able to influence internal and external stakeholders at a senior level.</p>	<p>Demonstrates aptitude and experience in cultivating and maintaining relationships with a wide range of stakeholders.</p> <p>Demonstrates effective influencing behaviours and is able to express the Trussell Trust's vision.</p>
<p>Strong track record of successful management of all reporting requirements associated with programme development.</p> <p>Experience of embedding learning and evaluation cycles to inform practice.</p>	<p>Evidence of implementing robust reporting systems.</p> <p>Demonstrates thorough understanding of action learning practices.</p> <p>Evidence of delivering strategic evaluation work.</p>
<p>Ability to interpret data and evidence to inform decision making.</p>	<p>Evidence of use of data to inform strategic planning at project and budget-wide level.</p>
<p>Is able to work through challenges in positive and effective ways.</p> <p>Ability to problem-solve and respond well in a crisis.</p> <p>Thrive on change, inclined to operate with flexibility and commitment to get the job done.</p>	<p>Demonstrates resilience, resourcefulness, flexibility and perseverance.</p> <p>Demonstrates experience in problem solving complex issues involving a range of stakeholders.</p>
<p>A strong sense of responsibility; meticulous in compliance with regulations and requirements.</p>	<p>Demonstrates a good understanding of the principles underlying the Charity Commission regulations, GDPR, other applicable legislation and best practice; able to identify situations where any risk of non-compliance/adherence may arise.</p>
<p>An effective communicator able to communicate and influence others through both verbal and written media.</p> <p>Diplomatic and with the interpersonal skills needed in the role.</p>	<p>Good interpersonal skills, communicative and approachable, written communication is succinct and convincing.</p>
<p>Numerate, comfortable with data and has the ability to handle significant budgets.</p>	<p>Successfully interprets project budgets and presents information in accurate and accessible ways.</p>
<p>Good working knowledge of a CRM system.</p>	<p>Experience of using Salesforce or a similar CRM system.</p>

<p>A confident line manager committed to staff development.</p>	<p>Experience in previous roles, expresses confidently ability and skills required to manage a multi-disciplinary team.</p>
<p>Ability to manage multiple projects, identifying conflicting demands and establishing clear priorities in order to meet agreed objectives. Excellent decision-making ability.</p>	<p>Has a clear idea of priorities and manages own and team's time appropriately. Delivers key outputs and responds to requests in a timely fashion.</p>
<p>Clear understanding of the need to maintain confidentiality. 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. Demonstrates empathy for people from disadvantaged, marginalised or socially-excluded backgrounds. Able to represent the Trust and its values effectively.</p>
<p>Commitment to occasional need to work outside of normal working hours and travel throughout the UK.</p>	<p>Willing to be available for work related travel.</p>