YOUR NEW ROLE AT THE TRUST

JOB TITLE:	**Proposition Development Manager – AI Skills**	**PAY BAND:**
FUNCTION:	Proposition Development & Technology	Support Delivering **Specialist/Managerial** Technical Lead/Function Head Senior Leadership Team
THE TEAM:	The Proposition Development Team is responsible for the development & continuous improvement of our offer to young people.	

WHERE YOU WILL FIT

CEO	Chief Technology & Programmes Officer	Director of Propositions & Impact	Head of Proposition – AI Skills	**Proposition Development Manager – AI Skills**

HOW DOES THIS ROLE IMPACT YOUNG PEOPLE?

You will develop a new AI Skills offer with an ambitious goal of helping a million young people to build the confidence, knowledge and practical skills needed to navigate a changing labour market. You will turn the ambition into practical, inclusive experiences across multiple delivery models. By researching needs, designing journeys and service models, and learning from pilots, you will help create an offer that is high impact and scalable.

WHAT WILL YOU DO?

- Translate the AI Skills proposition strategy into clear end-to-end service models, young-person journeys, delivery-partner journeys, processes, and requirements.
- Lead user research with young people, delivery partners and colleagues, defining target audiences, needs, motivations, barriers and evidence-based personas or segments.
- Design and coordinate pilots across direct delivery, partner delivery, and self-service routes, ensuring each test has clear hypotheses, success measures, and learning questions.
- Define what needs to be in place across people, process, technology, data, content, communications, and support for each pilot and for subsequent scale-up.
- Work with Delivery teams to ensure the proposition is practical in different settings including employability, enterprise, education, and standalone routes.
- Embed equality, diversity and inclusion throughout the design and delivery of the proposition, ensuring barriers to participation are addressed, the needs of diverse communities are reflected, and outcomes are monitored.
- Work with Qualifications and learning-content specialists so that learning, assessment, qualifications, and the wider participant experience form one coherent offer.
- Work with Digital, Business Technology and Data & Analytics colleagues to turn user and operational needs into prioritised products, platform, data, and reporting requirements.
- Define and embed feedback loops, synthesising qualitative and quantitative evidence and translating it into clear recommendations and design changes.
- Develop practical service documentation, including journey maps, service blueprints, requirements, process maps, pilot plans, decision papers, and recommendations.
- Support impact, cost, and commercial modelling by supplying robust assumptions about journeys, participation, support needs, operating models and cost-to-serve.
- Maintain a clear proposition backlog and development plan, managing dependencies and escalating decisions or risks to the Head of Proposition.

THE SKILLS YOU'LL BRING

All of the roles at The Trust are key to our success and there are certain skills we need to be successful. And while we will shortlist the most qualified people for the role, we ask everyone for a supporting statement. If you think you could do the role, but don't have all the desirable experience, we would still love to see an application from you.

WE REALLY NEED YOU TO HAVE THESE

Skills & Knowledge	Why do we need this?
Expert service and proposition design	To turn the AI Skills strategy into practical, inclusive services that meet user needs and can work at scale, including applying inclusive and accessible design principles to ensure a quality proposition aligned with our strategy.
Strong piloting and experimentation	To test assumptions through pilots and prototypes, using clear success measures and feedback to establish what works before scaling.
Strong journey and service modelling	To make clear how young people and partners will experience the offer, and what needs to be in place across people, processes, data and technology to deliver it.
Exceptional delivery focus	To keep development moving from discovery and detailed design through pilot delivery and improvement, managing priorities, dependencies and risks.
Strong Evidence and analysis	To bring together research, user feedback and performance data, turning the evidence into clear recommendations and design improvements.
Expert facilitation and collaboration	To bring young people, partners and colleagues from different disciplines together to understand needs, resolve design questions and agree practical ways forward.
Experience	**Why do we need this?**
Strong digital product collaboration	To translate user and operational needs into prioritised digital, platform, data and reporting requirements, working with specialist teams to support implementation.
Strong multi-channel design	To create a coherent, accessible experience across face-to-face, partner-led and digital or self-service routes, reflecting the needs of different young people and delivery settings.
Proficient impact and cost modelling	To provide robust assumptions about participation, support needs, capacity and cost-to-serve, helping assess how design choices affect outcomes and financial sustainability.

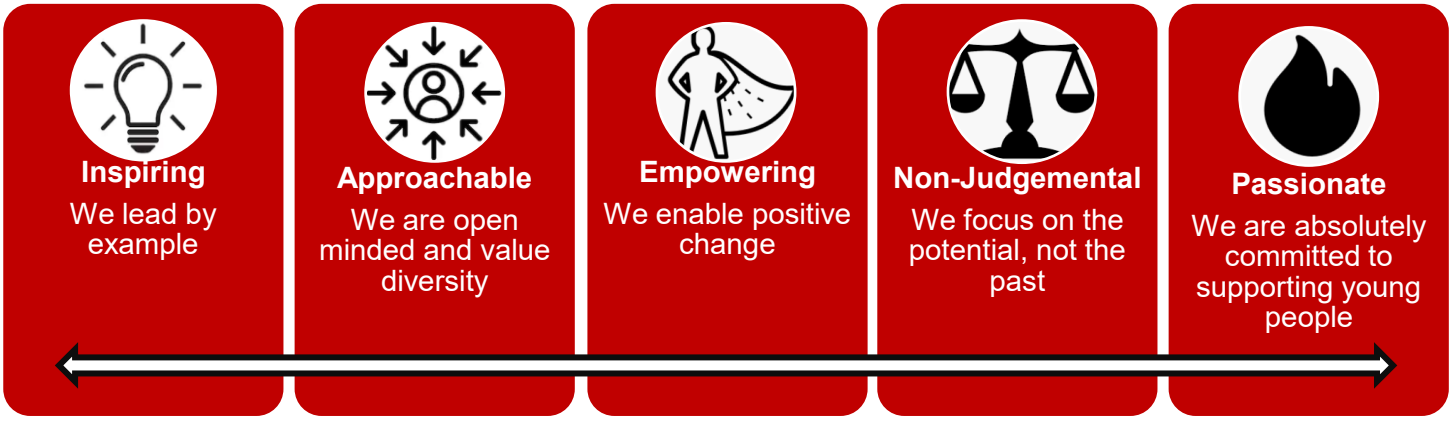
WE WOULD LOVE IT IF YOU COULD DO THIS

Experience	Why do we need this?
Proficient experience in education, skills or employability	Experience of education, qualifications, employability, youth services or workforce skills would help you design an offer that works in different delivery settings and supports young people's progression.
Proficient charitable and earned-income modelling	Experience of combining social impact with fundraising, public funding or commercial income would help you shape service models that support both impact and financial sustainability.
Skills & Knowledge	**Why do we need this?**
Proficient knowledge of regulated learning	Understanding of regulated qualifications, assessment or awarding organisations would help you bring learning, assessment and the wider participant experience together into one coherent offer.
Working knowledge of AI skills / Responsible AI usage	To ensure the offer helps young people build the knowledge and practical skills to use AI confidently, safely and responsibly.

WHAT DO WE EXPECT FROM YOU?

OUR VALUES

Our values are at the heart of everything we do – they articulate who we are and how we work together to achieve our aims to help young people.



Here at The King's Trust, we're committed to equality, diversity and inclusion. We want to be an organisation that's representative of the communities we serve, which is why we strive for diversity of age, gender identity, sexual orientation, physical or mental ability, ethnicity and perspective. Our goal is to create an environment where everyone, from any background, can be themselves and do the best work of their lives.

We're a Stonewall Diversity Champion and we are Disability Confident employer. Our staff, volunteers and young people are supported by KT CAN (our Cultural Awareness Network), KT GEN (Gender Equality Network), KT DAWN (Disability & Wellbeing Network) and PULSE (LGBTQIA+ Network). For more information, click here.

OUR BEHAVIOURS

We expect certain behaviours from you about how you interact with colleagues, our partners, young people & the public. As someone who works at a specialist/managerial level, we would expect that you live these behaviours.

Leading by Example	Continuous Improvement	Effective Communication	One Team	Delivering Results
You inspire others through a passion for what we do You keep young people and our end goal in mind You build trust in others through reliability and holding self-accountable for success Resilient in the face of challenges, not taking constructive criticism personally You're authentic and bring unique talents to work, encouraging others to do the same You role model integrity and act according to our Values	You champion change initiatives and help others see the benefits and opportunities You take an entrepreneurial approach to improving how we do things You seek opportunities to enhance your own development and build expertise You role model a positive and constructive approach to giving & receiving feedback You support others in adapting to change	You're approachable, clear and assertive You cascade important and relevant information to others clearly and swiftly You treat people as individuals, tailoring communication and influencing style accordingly You communicate difficult messages and challenge others' thinking effectively You listen to and empathise with others to understand the root of situations before responding	You role model effective and mutually supportive teamwork with colleagues You manage the expectations of others, gaining buy-in where required You share knowledge and information You build and invest in relationships across The Trust You use awareness of how your own team fits within the wider organisation to find solutions	You translate The Trust's long-term vision and strategy into actionable plans & targets You take responsibility for making and implementing logical, data-based decisions You're flexible and responsive as priorities and requirements change You seek solutions and solve problems, empowering others to do the same

THE WELFARE OF OUR YOUNG PEOPLE

The King's Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. As part of this commitment, we undertake basic disclosure checks per the Codes of Practice for all roles within The Trust, and for our roles working directly with young people, at an enhanced level. Having a criminal record will not automatically exclude applicants.