YOUR NEW ROLE AT THE TRUST

JOB TITLE:	**Delivery and Performance Manager - Jobs Guarantee**	**PAY BAND:**
FUNCTION:	Delivery	Support Delivering **Specialist/Managerial** Technical Lead/Function Head Senior Leadership Team
THE TEAM:	Supporting young people to achieve their employment goals by providing tailored support throughout their journey. From developing skills and confidence to securing employment and progressing in work, we work alongside young people and employers to create sustainable career opportunities and lasting positive outcomes.	

WHERE YOU WILL FIT

Director of Delivery UK	Director of Jobs Guarantee	Head of Delivery	**Delivery and Performance Manager- Jobs Guarantee**	Youth Development Lead - JG

HOW DOES THIS ROLE IMPACT YOUNG PEOPLE?

Your role directly impacts young people by leading teams that help participants develop employability skills, secure sustainable employment and remain in work. Through effective performance management, coaching and partnership working, you will ensure young people achieve positive and lasting employment outcomes.

WHAT WILL YOU DO?

- Lead a team of Youth Development Leads to achieve contractual employment and sustainment targets within the Jobs Guarantee contract.
- Monitor team caseload performance and provide timely support and intervention to maximise outcomes for young people.
- Drive achievement of key programme milestones, job starts and sustainment measures.
- Use performance data and management information (MI) to identify trends, inform decision-making, and improve delivery outcomes.
- Foster a high-performance culture that balances exceptional support for young people with the achievement of contractual KPIs and outcomes.
- Effectively manage team performance, ensuring contractual targets, compliance requirements, and financial objectives are met.
- Accountable for achieving employment entry, retention and sustainment outcomes across the contract.
- Implement corrective action where contract performance falls below expectations.
- Ensure the team operates safely and compliantly, promoting best practice in safeguarding, data protection, risk management, and quality delivery.
- Advocate for Equality, Diversity, and Inclusion (EDI) and drive positive change in increasing representation and broadening our reach.

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?
Using data and management information to improve outcomes.	You'll use performance data to drive improvement.
Strong planning and organisational skills, facilitating effective resource utilisation and management of multiple priorities.	You will be responsible for resourcing a team to meet the contractual outcomes, maximising impact against budgeted resource.
Excellent interpersonal skills with the ability to build effective relationships internally and externally.	Success does not happen in silo – you will need to work, inspire, and influence a range of teams across the trust, as well as external stakeholders.
Deep understanding of the challenges faced by young people within The Trust's target groups.	This will be key when matching the needs of young people against the employment opportunities available.
Experience	**Why do we need this?**
Managing teams delivering employability or employment programmes.	You'll lead a team delivering contractual outcomes.
Managing quality, compliance and audit requirements.	You'll oversee delivery against funding requirements.
Delivering against public sector funded contract performance targets.	You'll manage funded services that balance young people's needs with contractual expectations and performance.
Leading teams delivering caseload-based support services.	You'll oversee participant progression activities.

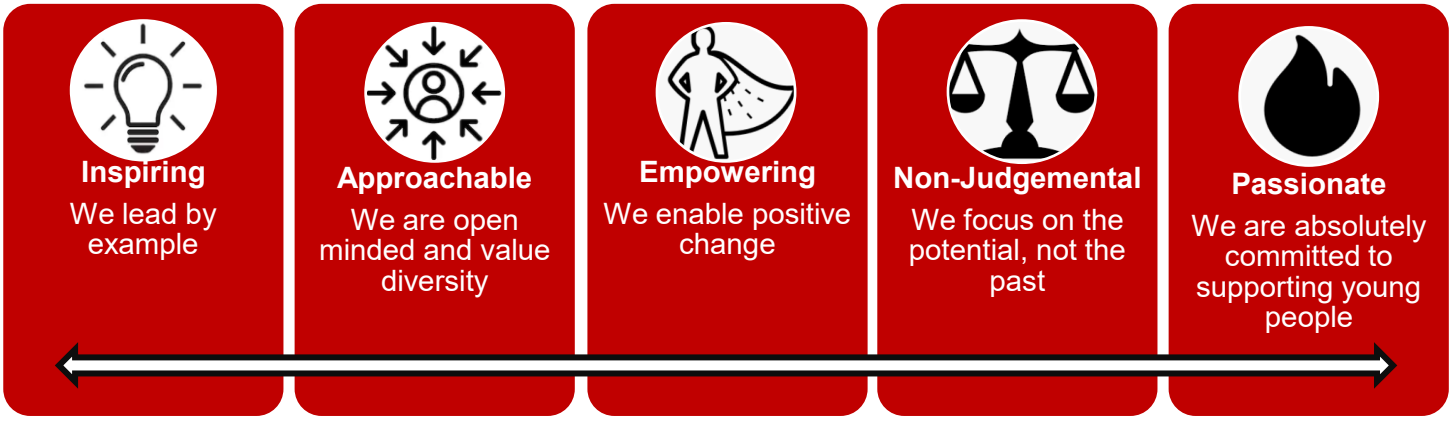
WE WOULD LOVE IT IF YOU COULD DO THIS

Experience	Why do we need this?
Experience in managing the delivery of youth employment programmes.	You'll lead high-quality employment support that helps young people achieve positive futures.
Supported employment, progression services or contracts with sustained outcomes.	You'll ensure young people receive the support needed to secure and sustain employment.
Experience working within the charity sector	This is the sector we operate in, and prior knowledge would be advantageous, however, we have many colleagues who successfully join us from other sectors
First-hand experience with the young people we help	We expect you to have a deep understanding of the issues that young people are currently facing – if you have first-hand experience then it would be even better
Skills & Knowledge	**Why do we need this?**
Knowledge of labour market trends and barriers affecting young people's progression into employment.	Understanding the external employment landscape will support effective decision-making and help shape local opportunities for Young People.
Understanding of safeguarding, wellbeing and trauma-informed approaches when supporting young people.	This will support an inclusive and supportive service that recognises the diverse needs and circumstances of young people.

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.