



**START
SOMETHING**

YOUR NEW ROLE AT THE TRUST

JOB TITLE:	Service Delivery Systems Owner	PAY BAND:
FUNCTION:	Technology – Business Technology	Support Delivering Specialist/Managerial Technical Lead/Function Head Senior Leadership Team
THE TEAM:	The Business Technology function is responsible for the design, development and operations of technology services that allow our staff and volunteers to do their jobs, including our Young Person CRM, our Fundraising CRM and our HR and Finance systems.	














WHERE YOU WILL FIT

CEO	Chief Technology Officer	Head of Business Technology	Service Delivery Systems Owner	Systems Team (Development & Support)
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HOW DOES THIS ROLE IMPACT YOUNG PEOPLE?

The Service Delivery Systems Owner is a vital role responsible for ensuring the systems that support our Service Delivery teams, meet user needs and are as efficient and effective as possible. The role combines the development of new functionality, continuous improvement initiatives and live service operations. Your role will have a significant impact on how our teams can do their amazing work with Young People.

WHAT WILL YOU DO?

-  Act as the owner of the suite of systems that support our Service Delivery, with responsibility for performance, budget (~£350k/year), supplier management and the roadmap for development.
-  Work closely with the Leadership Team across Service Delivery, Safeguarding, Volunteering and Programme Development, to build a roadmap that ensures our systems meet user needs.
-  Lead a small team, responsible for live service operations, continuous improvement and development of new systems capabilities including development, business analysis, test, and implementation.
-  Support the Frontline Product Owner to carry out their role as a key interface between Technology and Service Delivery, driving adoption and good practice.
-  Work alongside the Business Technology Transformation Lead to build a joined-up roadmap for future development.
-  Respond to regulatory or internal policy/structure changes to ensure that our systems can support our operational, regulatory compliance and management reporting needs.
-  Partner with the Data & Analytics team, including Data Governance, to drive improvements in Young Person data quality and align data capture with reporting needs.
-  Partner with the Digital team to evolve the role of our internal systems in the delivery of an end-to-end journey that supports the user experience and efficiency of both young people and staff.
-  Partner with Security colleagues to ensure that all systems are securely maintained and govern access permission requests to meet our data protection requirements.
-  Partner with colleagues in Learning & Development to agree on an approach to raising confidence in how our systems work, share best practices, and answer common questions.
-  Lead a team that is high performing, developing their skills, motivated and happy.
-  Drive clarity and specificity, with a relentless focus on simplification.
-  Responsible for actively contributing to an equitable, diverse, and inclusive workplace.



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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?
Strong technical delivery management skills across the full development lifecycle	Your role will include a development portfolio encompassing both continuous improvement (BAU / minor change) and significant change initiatives
Strong understanding of databases and data structures	You will need to understand how our Young Person data fits together and integrates with other systems
Exceptional communication and relationship skills with both internal stakeholders and external suppliers	You will need to work closely with business users to understand their needs, as well as with suppliers who are key to our delivery
Strong knowledge of CRM and reporting technologies, ideally with knowledge of Oracle Service Cloud	Our core Young Person CRM (Frontline) is built on Oracle Service Cloud
Strong knowledge of data protection legislation and security good practice.	To bring rigour to our current approach and drive a culture of strong security and data protection.
Experience	Why do we need this?
Experience working in a product-centric environment, ideally as a Product Owner	Strong product ownership is key to this role. Whilst you will have a Product Owner in the team, you will need to provide coaching & support to them.
Experience leading a development team with a portfolio of projects and the ability to manage tight budgets and deadlines	Your role will include a development portfolio encompassing both continuous improvement (BAU / minor change) and significant change initiatives
Experience leading a live service	This role includes responsibility for live service

WE WOULD LOVE IT IF YOU COULD DO THIS

Experience	Why do we need this?
Experience working with Oracle Service Cloud and Oracle Integration Cloud	To provide SME knowledge of one of our core systems which is at the heart of a number of our major change initiatives over the coming years.
Experience leading a 2 nd / 3 rd line support team	This role includes responsibility for live service
Experience operating in the third sector.	To provide insight into the unique considerations of the sector.
Experience managing multiple suppliers and contracts.	To bring rigour to our current approach and drive a culture of strong supplier and contract management.
Skills & Knowledge	Why do we need this?
Strong financial management skills.	To bring rigour to our current approach and drive a culture of strong financial management.
Software design or development skills	Technical skills would help you guide your team

WHAT DO WE EXPECT FROM YOU?



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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 Prince'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 PT CAN (our Cultural Awareness Network), PT GEN (Gender Equality Network), PT 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 technical lead or head of level, we would expect that you live these behaviours.

Leading by Example	Continuous Improvement	Effective Communication	One Team	Delivering Results
<p>You inspire others through passion for what we do.</p> <p>You keep young people and our end goal in mind.</p> <p>You instil trust in others through consistency, professionalism and being accountable for team success.</p> <p>Resilient and determined in the face of challenges.</p> <p>You're authentic, bringing unique talents to work and encouraging others to do the same.</p> <p>Role models integrity and acts according to our Values</p>	<p>You understand the internal & external factors that demand change and innovation from The Trust</p> <p>You lead change processes with skill & positivity and help others see the benefits and opportunities.</p> <p>You take an entrepreneurial approach to improve how we do things.</p> <p>You take steps to further own development, coaching others to do the same.</p> <p>You encourage a culture of constant improvement.</p> <p>You role model a positive & constructive approach to giving and receiving feedback</p>	<p>You're approachable, clear, and inspiring.</p> <p>You effectively communicate information throughout The Trust</p> <p>You challenge the thinking of others and raise issues in a diplomatic, non-judgemental way.</p> <p>You seek to understand multiple perspectives, listening to others' concerns or barriers before responding</p>	<p>You role model effective and mutually supportive teamwork with colleagues</p> <p>You bring the team together in pursuit of shared purpose.</p> <p>You manage relationships with multiple stakeholders, gaining buy-in and balancing their different priorities.</p> <p>You share knowledge and information.</p> <p>You build a broad range of trusting relationships both across The Trust and externally.</p> <p>You have a broad organisation knowledge and awareness of how actions in one team will affect others</p>	<p>You translate The Trust's vision into a vision for your own team, making long-term plans and setting goals accordingly.</p> <p>You make decisions through establishing facts, considering consequences, and making sound judgements.</p> <p>You address obstacles, finding workable solutions.</p> <p>You set quality standards & challenge others to maintain them.</p> <p>You empower the team and place trust in them to take ownership and deliver results.</p> <p>You manage resources to maximise their impact and deliver results</p>

THE WELFARE OF OUR YOUNG PEOPLE

The Prince'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 in accordance with 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.