# YOUR NEW ROLE AT THE TRUST

| | | |
|---|---|---|
| **JOB TITLE:** | **Supply Chain Manager – Jobs Guarantee** | **PAY BAND:** |
| **FUNCTION:** | Delivery | Support<br>Delivering<br>**Specialist/Managerial**<br>Technical Lead/Function Head<br>Senior Leadership Team |
| **THE TEAM:** | The Jobs Guarantee team delivers a national employment programme, supporting young people into sustained work while achieving contractual performance, quality, and outcome targets. The team drives measurable impact through high-quality delivery, employer engagement, and continuous improvement. | |

## WHERE YOU WILL FIT

| | | | |
|---|---|---|---|
| CEO | Director of Delivery – UK | Director of Jobs Guarantee | **Supply Chain Manager** |

## HOW DOES THIS ROLE IMPACT YOUNG PEOPLE?

Your role ensures our delivery partners in Jobs Guarantee project provide high-quality, compliant and consistent support to young people. By driving partner performance, quality and continuous improvement, you will help maximise job outcomes and sustained employment rate across the Jobs Guarantee programme.

## WHAT WILL YOU DO?

- Support Jobs Guarantee supply chain partners to meet contractual, operational and outcome targets, helping young people move into sustained employment.
- Develop mobilisation plans for supply chain partners and coordinate their onboarding and offboarding from the Jobs Guarantee contract.
- Build strong relationships with supply chain partners, provide constructive challenges, support and coaching to improve performance, outcomes and partnership working with The King's Trust.
- Gather regular feedback from local delivery teams and use it to guide partners, improve delivery and strengthen outcomes for young people.
- Work with Funding Management colleagues to analyse partner performance against KPIs, agree corrective actions and monitor progress, including through performance improvement plans where needed.
- Work with Funding Management and quality colleagues to review partner delivery against programme, quality and contractual standards, ensuring agreed improvement actions are completed.
- Identify and manage risks to partner delivery, escalate significant concerns and coordinate actions to minimise disruption to young people's support.
- Provide clear, regular updates on partner performance, risks and improvement activity, maintaining accurate records of reviews, agreed actions and progress.
- Share best practice and promote continuous improvement across supply chain partners in all areas where The King's Trust delivers Jobs Guarantee.
- Responsible for actively contributing to an equitable, diverse, and inclusive workplace within The King's Trust and for young people referred through Jobs Guarantee.
- Ensure supply chain partners follow the safeguarding-first approach and health and safety requirements set out in the Jobs Guarantee grant agreement.

# 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 understanding of contract and performance management of external delivery partners | You will monitor targets, risks and improvement actions across multiple partners. |
| Ability to influence, constructively challenge and coach external partners to improve delivery. | You will need to address underperformance and agree improvements while maintaining effective working relationships. |
| Knowledge of quality assurance, compliance and audit processes for external delivery partners | You will ensure partners meet programme and contractual requirements. |
| Understanding of safeguarding and health and safety requirements relevant to partner delivery, including when to escalate concerns. | You will help ensure partners provide safe support and follow programme requirements. |
| Ability to identify and manage operational risks, implement corrective actions and escalate significant concerns appropriately. | You will proactively manage supply chain risks and coordinate action to minimise disruption to delivery. |
| Ability to produce clear performance updates and maintain accurate records of reviews, decisions and agreed actions. | You will keep colleagues informed of partner performance, risks and progress against improvement actions. |
| Ability to plan and coordinate activities involving multiple partners and colleagues, managing competing priorities and deadlines. | You will coordinate partner transitions alongside ongoing performance and improvement activity. |
| **Experience** | **Why do we need this?** |
| Experience managing subcontractors, delivery partners or commissioned services, including addressing underperformance and monitoring improvement actions. | You will oversee partner performance, agree improvements and follow through on actions to support consistent programme delivery. |
| Experience using data and management information to drive performance. | You will analyse performance data and identify areas requiring intervention. |
| Experience of managing performance within employment, skills or public sector programmes. | You will support delivery of employment outcomes and participant progression. |
| Experience building effective relationships with external stakeholders. | You will work closely with partners, funders and operational teams. |

## WE WOULD LOVE IT IF YOU COULD DO THIS

| Experience | Why do we need this? |
|---|---|
| Experience working within DWP funded programmes. | You will understand programme requirements and performance expectations. |
| Experience managing performance across a local and national delivery network. | You may support partners operating across multiple regions. |
| Experience supporting the mobilisation, onboarding or offboarding of delivery partners. | You will coordinate partner transitions and help minimise disruption to programme delivery. |
| **Skills & Knowledge** | **Why do we need this?** |
| Knowledge of youth employability and employment support programmes. | You will support partners helping young people into sustainable employment. |
| Knowledge of social value, impact measurement or outcome-based contracts. | You will contribute to programme evaluation and continuous improvement. |
| Knowledge of using a CRM or grant management system to analyse data from multiple sources | You will be required to use the information to provide regular feedback to delivery partners |

# 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<br>You keep young people and our end goal in mind<br>You build trust in others through reliability and holding self-accountable for success<br>Resilient in the face of challenges, not taking constructive criticism personally<br>You're authentic and bring unique talents to work, encouraging others to do the same<br>You role model integrity and act according to our Values | You champion change initiatives and help others see the benefits and opportunities<br>You take an entrepreneurial approach to improving how we do things<br>You seek opportunities to enhance your own development and build expertise<br>You role model a positive and constructive approach to giving & receiving feedback<br>You support others in adapting to change | You're approachable, clear and assertive<br>You cascade important and relevant information to others clearly and swiftly<br>You treat people as individuals, tailoring communication and influencing style accordingly<br>You communicate difficult messages and challenge others' thinking effectively<br>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<br>You manage the expectations of others, gaining buy-in where required<br>You share knowledge and information<br>You build and invest in relationships across The Trust<br>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<br>You take responsibility for making and implementing logical, data-based decisions<br>You're flexible and responsive as priorities and requirements change<br>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.