

YOUR NEW ROLE AT THE TRUST

JOB TITLE:	Delivery Manager Capability Lead	PAY BAND:
FUNCTION:	Delivery	Support Delivering
THE TEAM:	The King's Trust Delivery team changes young people's lives. They support directly, digitally and through partners and volunteers, thousands of young people across the UK each year to realise their potential.	Specialist/Managerial Technical Lead/Function Head Senior Leadership Team

WHERE YOU WILL FIT

CEO	Director of Delivery	Director of Delivery – Northern Ireland	Delivery Manager Capability Lead
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HOW DOES THIS ROLE IMPACT YOUNG PEOPLE?

By supporting work focussed on building the competency of our line managers, this role directly strengthens the experiences of young people supported by The King's Trust. Confident, capable managers create high-performing teams that deliver high-quality support to young people enabling them to build the skills, confidence and opportunities they need to succeed in life and work.

WHAT WILL YOU DO?

-  Identify gaps in first-level manager competency and their causes. This root cause analysis will be the foundation for establishing interventions to drive a step-change.
-  Work with the People Data Analyst to understand what the people data tells us, gathering qualitative data through focus groups and feedback to establish the root causes.
-  Work closely with People & Learning to explore solutions and approaches to improve first-line manager capability across the Delivery function and inform future recommendations.
-  Dependent on the outcome of your discovery, partner with relevant colleagues and teams to make recommendations/design solutions to strengthen our delivery manager capability.
-  Create structured opportunities for peer learning and challenge, enabling managers to share best practice, raise standards and build strong relationships across the organisation.
-  Foster a culture which enables us to achieve our ambition to tackle inequality and be one of the most equal, inclusive and diverse organisations supporting young people.
-  Work with People and Learning colleagues to identify how existing interventions could be more effectively deployed within the Delivery function.
-  Strengthen consistency in management experience across the delivery function, while adapting to the needs of different teams, locations and the young people they support.

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?
Ability to partner with senior leaders across the delivery function and the People and Learning team, with strong communication and influencing skills	To ensure priorities are aligned to business needs and to gain buy-in from leaders who play a critical role in reinforcing management capability
Ability to translate and communicate complex data sets to a variety of audiences	To help inform recommendations.
Experience	Why do we need this?
Experience in business analysis and root cause analysis	To be able to quickly and accurately identify the underlying causes of the situation
Ability to analyse complex and varied data and gather insights from it	Being able to extract important and insightful information from a complex environment is key to this role

WE WOULD LOVE IT IF YOU COULD DO THIS

Experience	Why do we need this?
Experience in the importance of equity, diversity and inclusion in a management context	To ensure managers can lead inclusive teams who in turn, support a diverse range of young people
Experience translating organisational strategy into clear actions and interventions focussed on continuous improvement	To help influence and shape interventions that help managers deliver against organisational priorities.
Skills & Knowledge	Why do we need this?
Understanding of the challenges faced by first-line managers in the King's Trust Delivery function	Our delivery teams support young people with a range of needs, balance a number of delivery targets and have to respond to funding requirements

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.