YOUR NEW ROLE AT THE TRUST

JOB TITLE:	**Delivery Manager**	**PAY BAND:**
FUNCTION:	Delivery	Support Delivering **Specialist/Managerial** Technical Lead/Function Head Senior Leadership Team
THE TEAM:	The King's Trust Delivery Team changes young lives. Both directly and through partnerships, we support thousands of young people across the UK, every year.	

WHERE YOU WILL FIT

CEO	Director of Delivery	Senior Head of Delivery Head of Delivery	**Delivery Manager(s)**	Youth Development Lead(s)

HOW DOES THIS ROLE IMPACT YOUNG PEOPLE?

Since 1976, our Delivery Teams have given over 1 million young people hope for the future. You will deliver services to thousands of young people aged 11-30 in communities all across the UK. Your work will inspire and create opportunities within Education, Enterprise and Employability giving them the skills, knowledge, and confidence to achieve their goals.

WHAT WILL YOU DO?

- Develop and implement a comprehensive delivery plan aligned to our organisational strategy and place-based approach and supporting the positive development of young people into outcomes.
- Ensure consistent and high-quality delivery, effective use of resources, and progression for each young person engaged, in line with programme standards and allocated budgets.
- Effectively manage a team of YDLs, ensuring they understand their role, setting clear objectives and supporting them to achieve these and are motivated to achieve high standards.
- Collaborate with colleagues across the organisation to implement delivery plans, which meet our organisational priorities and focus on maximising impact for young people.
- Understand, and achieve, the targets and key performance indicators set for your team, ensuring accurate and regular reporting.
- Manage and lead a network of delivery and referral partners, ensuring accessible, consistent, and safe services for young people.
- Successfully manage significant funding contracts, ensuring full income drawdown and comprehensive monitoring of performance.
- Proactively engage and support volunteers, including young volunteers, ensuring alignment with national frameworks.
- Advocate for Equality, Diversity, and Inclusion (EDI) and drive positive change in increasing representation and broadening our reach.
- Ensuring best practices in how to operate in a safe & compliant way delivering maximum value for young people & The Trust (safeguarding, personal data, risk management).
- Capture and accurately process information on young people, volunteers, and partners at each stage of their journey, while also delivering committed contracted activity to enable continued vital work for young people.
- Centre-based managers will be required to be a nominated point of contact to cover across the working week, providing management visibility and presence for any points of escalation including but not limited to, team support and guidance, safeguarding, health and safety and young person need.
- Additionally, you may undertake other service delivery duties as required, including direct programme delivery, partner or volunteer management and 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?
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, partners, or volunteers to ensure the right support and provision are put in place
Strong planning and organisational skills, facilitating effective resource utilisation and management of multiple priorities	You will be responsible for implementing a delivery plan to meet the needs of young people, maximising impact against budgeted resource
Effective data analysis skills and ability to interpret complex information to improve delivery	You will need to interpret and present insight and data on performance to continually monitor, evaluate and drive improvements and efficiencies across our services
Awareness and understanding of EDI agenda and ability to translate these into effective action	You will be expected to deliver on the EDI strategy and action plans supporting our aims of reaching more diverse communities
Proficiency in Safeguarding, Health & Safety practices, and processes	To ensure The Trust safeguards staff, young people, partners, and volunteers.
Experience	**Why do we need this?**
Proven track record of strategic thinking, business planning and operational management, including managing people and delivery partners across multiple sites.	You will contribute to our business planning process and performance management reviews - deploying staffing resources across physical/virtual sites to meet delivery priorities
Experience in developing effective delivery or referral partnerships and engaging with key stakeholders to ensure high-quality support for young people	You will need to demonstrate their ability to manage a range of services that will be delivered indirectly through partner organisations
Worked with Key Performance Indicators (KPIs) and other measures to develop a performance and accountability culture	You will need to demonstrate how they have used KPIs to create a culture of continuous improvement and accountability within their team
Demonstrated ability to lead, organise and motivate a diverse team, developing and maintaining and culture of excellence	To demonstrate your leadership style and ability to manage diverse teams with different personality traits, learning styles and diverse EDI characteristics
Demonstrate knowledge and effective project management, with an awareness of the services the Trust offers	You will be expected to manage a range of King's Trust provisions; knowledge and understanding of current service, and a track record in managing delivery, are required
Involvement in volunteering, whether working with volunteers or through holding a volunteering role	We have over 5,000 volunteers who are the longest-serving and largest part of our team and play a critical role in supporting our activities

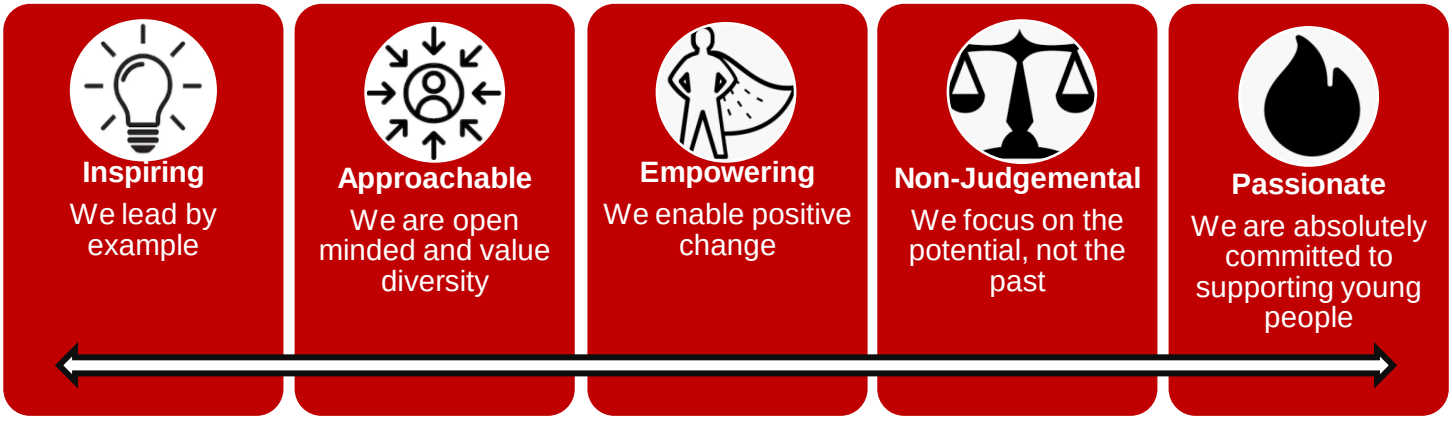
WE WOULD LOVE IT IF YOU COULD DO THIS

Experience	Why do we need this?
Experience in managing a dispersed team	Your ability to successfully manage and motivate teams who are sometimes working remotely will be crucial to the success of our delivery plan
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
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
Skills & Knowledge	**Why do we need this?**
Full driving licence	This role may require travel to visit delivery sites and attend meetings occasionally in other parts of the UK.

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.