



**START  
SOMETHING**

# YOUR NEW ROLE AT THE TRUST

<b>JOB TITLE:</b>	Delivery Support Coordinator	<b>PAY BAND:</b>
<b>FUNCTION:</b>	Delivery Support	<b>Supporting</b> Delivering Specialist/Managerial Technical Lead/Function Head Senior Leadership Team
<b>THE TEAM:</b>	The Delivery Support team is responsible for UK wide service delivery partnerships and projects, customer service, management of our centres and data quality. They work closely with programme delivery and development colleagues, to ensure the successful delivery of high-quality services for young people.	









## WHERE YOU WILL FIT

Director of Delivery	Senior Head of National Service Delivery	Head of Delivery Support	Centre Manager	<b>Delivery Support Coordinator</b>
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## HOW DOES THIS ROLE IMPACT YOUNG PEOPLE?

You indirectly support young people by ensuring the Centre is a safe, secure, and welcoming environment for young people, supporters, and staff through the management of room bookings, facilities compliance and control of office equipment and supplies.

## WHAT WILL YOU DO?

-  Responsible for the data input process and supporting Programme Delivery with data quality.
-  Provide a range of coordination activities, including front of house support in welcoming young people, staff, and supporters, ensuring compliance with health & safety processes and procedures.
-  Support with the maintenance of all Trust office space, including managing access requests, equipment such as desks, workspaces, kitchen facilities, IT systems, photocopiers, archiving and storage.
-  Support on site H&S procedures.
-  Manage the room booking process and support the Delivery Support Manager with catering for meetings and events including partnership events and VIP visits.
-  Manage the efficient ordering and control of Centre supplies, stocks and materials ensuring value for money and within budget.
-  Responsible for Centre purchase orders relating to facilities, maintenance, and compliance.
-  Responsible for management of shared Centre inbox and managing Centre phone calls and replying to enquiries as appropriate.

# THE SKILLS YOU'LL BRING



Prince's Trust

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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?
Knowledge of recording and reporting on data, in line with service level agreements	Capturing accurate and timely data is critical for funding contracts, understanding the impact on young people and the future development of Operations
Excellent planning and organisational skills and the ability to manage multiple priorities	Working in a busy centre means that priorities can change very quickly. You will need to change focus quickly whilst working to tight deadlines.
Excellent interpersonal, written, and verbal communication skills	Being able to communicate effectively with internal and external stakeholders are a key part of this role
Understanding of financial processes and procedures	Each Centre has a budget specifically relating to property and office supplies. You need to understand budgets and the purchase order process
Good understanding of the challenges young people in the Trust's target groups face	You will often be the first person our young people come in to contact with, so it is essential that they feel welcomed in a non-judgemental atmosphere. You will assist our teams in delivering a first-class experience
Experience	Why do we need this?
You will be responsible for security passes and systems which make the building secure	Completing daily, weekly, and monthly compliance checks are key to the building being a safe environment for all users
Experience of Health & Safety practices and processes	Health & Safety is essential for all and should be a priority at all times

## WE WOULD LOVE IT IF YOU COULD DO THIS

Experience	Why do we need this?
Experience of security systems, including CCTV and door entry systems.	You will be responsible for security passes and systems which make the building secure.
IOSH qualification (or equivalent experience)	You will support with health and safety incidents and mitigate risks to the centre and to people.
First aid training	You may be the first point of call for incidents in the centre and responding to actions and triaging where possible.
Fire Marshal training	You may be the first point of call for incidents and for guiding people out of a building safely when it is on fire and for helping to minimise the risk of a fire occurring in the first place
Skills & Knowledge	Why do we need this?
Ability to support Centre staff with the logistics of archiving documentation	There is a requirement for storage and retention of data to adhere to GDPR guidelines.

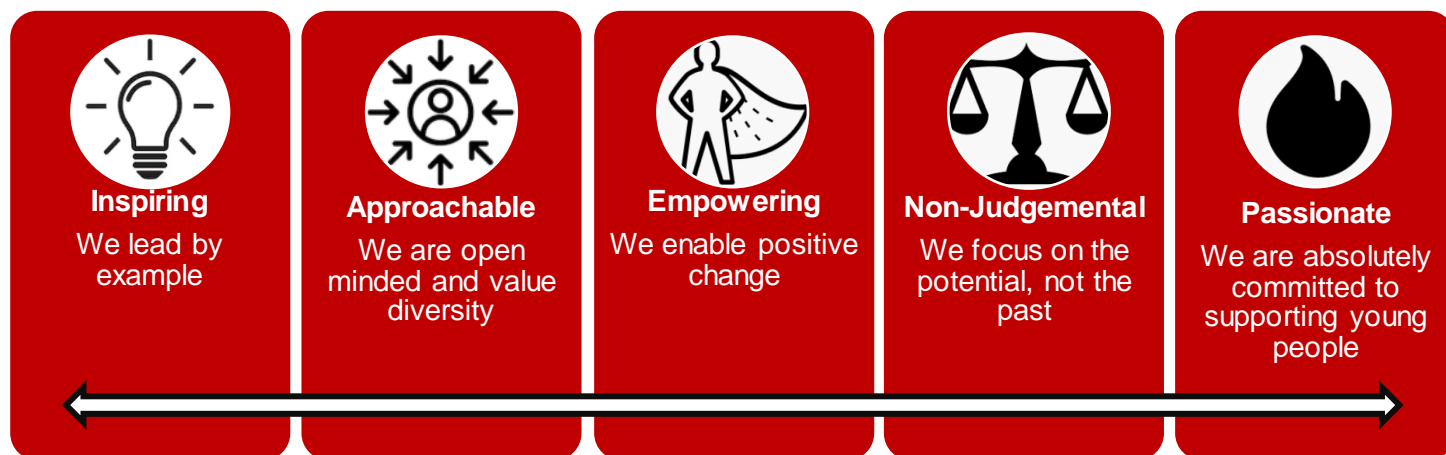
# WHAT DO WE EXPECT FROM YOU?



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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 in the support 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 their work</p> <p>You keep young people and our end goal in mind</p> <p>You're calm, confident and resilient under pressure</p> <p>You're authentic and bring unique talents to work, encouraging others to do the same</p> <p>You role model integrity and act according to our Values</p>	<p>You inspire others by embracing change and demonstrate flexibility in adapting to it</p> <p>You demonstrate creativity in order to improve how things are done in your own area of work</p> <p>You seek to learn and enhance your own development</p> <p>You give and receive feedback, building awareness of own strengths and development areas</p>	<p>You're approachable, clear and professional</p> <p>You treat people as individuals, tailoring communication accordingly</p> <p>You communicate messages and challenge others' thinking effectively</p> <p>You listen to others with empathy and sensitivity</p> <p>You support and protect The Trust's reputation when communicating externally</p>	<p>You offer support to colleagues and ask for help when needed</p> <p>You manage the expectations of others</p> <p>You share knowledge and information</p> <p>You build relationships with team members across The Trust and externally, where appropriate</p> <p>You seek to increase awareness of how The Trust works across functions</p>	<p>You plan and organise own time and resources to meet deadlines</p> <p>You adjust priorities as circumstances change</p> <p>You make effective, data-driven judgements and escalates decisions when needed</p> <p>You take the initiative to create and implement solutions</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.