



**START
SOMETHING**

YOUR NEW ROLE AT THE TRUST

JOB TITLE:	Design and Youth Insight Lead	PAY BAND:
FUNCTION:	Programme Development – Design & Digital	Support Delivering Specialist/Managerial Technical Lead/Function Head Senior Leadership Team
THE TEAM:	The Design & Digital team is responsible for the design of our services and experiences across the full end-to-end young person journey that maximises the impact for young people for every pound spent.	

WHERE YOU WILL FIT

Director of Programme Development	Head of Design and Digital	Design and Youth Insight Lead	Design Manager
Chief Technology Officer			Design Executive
			Youth Insight Manager
			UX Designer
			Youth Participation Manager

HOW DOES THIS ROLE IMPACT YOUNG PEOPLE?

You will head up the work to design specific services and improved experiences for young people that have the maximum positive impact on their lives for every pound spent. You will also lead the work to ensure the most effective & efficient design approach for The Prince's Trust, taking into account key considerations for young people and the funding market to design for maximum impact per pound.

WHAT WILL YOU DO?

- 🌸 Lead the framework and approach for how the Prince's Trust designs services and experiences in the best interests of young people and The Prince's Trust.
- 🌸 Lead the design and development of key improvements and additional services across the end-to-end young person experience at The Prince's Trust.
- 🌸 Ensure that the work undertaken by the team is commissioned by and involves key stakeholders and will lead to the intended impact.
- 🌸 Ensure that there is a coherent framework and approach for involving youth voice and insight in the design and development of our services.
- 🌸 Adopt a commercial mindset in design, ensuring that anything designed or developed is effective for young people but also maximises the opportunity for sustainably funding our work.
- 🌸 Work closely with key leaders in Programme Development and beyond to ensure aligned decisions and approaches across impact, propositions, delivery, and fundraising.
- 🌸 Lead and performance manage a team focused on design and development of services and experiences, UX, youth insight and youth participation.
- 🌸 Responsible for actively contributing to an equitable, diverse, and inclusive workplace.

THE SKILLS YOU'LL BRING

All of the roles at The Trust are key to our success and there are certain will shortlist the most qualified people for the role, we ask everyone for : do the role, but don't have all the desirable experience, we would still lov Prince's Trust



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WE REALLY NEED YOU TO HAVE THESE

Skills & Knowledge	Why do we need this?
Strong design skills including service design, learning design, change design and knowledge of user-led service design	You will be responsible for ensuring the best use of design thinking to drive improvement and development of our end-to-end services
Strong delivery management skills, with the organisational and problem-solving skills and knowledge to deliver complex projects on schedule	You will need to ensure that multiple design and development projects and priorities are completed effectively and efficiently
Strong stakeholder management and communication skills with the ability to communicate clearly and influence senior stakeholders	Without the buy-in and understanding of key stakeholders to support the change your team will drive; we will not achieve the impact expected
Strong people management & collaboration skills, able to drive high performance in your direct team and collaborate across other teams	You will need to lead a high-performing multi-disciplinary team and work across multiple teams to achieve success
Proven expertise in conducting user research and in the research process with an ability to turn insight into a clear recommendation	You will need to ensure we conduct user research well but also ensure youth insight is used to drive tangible improvements.
Experience	Why do we need this?
Significant experience in design and development including a user-centred design approach	The confidence and experience to do this is key to the success of the role. You will be instrumental in the approach to design taken by The Prince's Trust.
Experience leading and working in agile multi-disciplinary teams and on projects that have improved the impact of services	The experience to ensure that projects involving multiple stakeholders can lead to improved impact is key
Experience in solving complex problems using quantitative and qualitative research and insight	Problem solving and bigger picture thinking using research and insight will be key to strong design and development solutions
Experience working collaboratively with key business stakeholders to understand user needs, reach consensus & drive alignment.	Experience collaborating and working towards alignment across a large organisation is critical

WE WOULD LOVE IT IF YOU COULD DO THIS

Experience	Why do we need this?
Experience of developing services and offers for our specific target group of young people	This will be the precise context in which all of the work will need to take place and the more this context is understood the better
Skills & Knowledge	Why do we need this?
Strong technical knowledge and knowledge of the specific design of digital services	Our services for young people involve digital technology. Specific understanding of the implications of technology on design is desirable

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.