



START SOMETHING

YOUR NEW ROLE AT THE TRUST

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














WHERE YOU WILL FIT

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

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, confidence achieve their goals.

WHAT WILL YOU DO?

-  Responsible for delivery of end to end services and programmes to young people in line with our organisational and place based strategy
-  Develop and implement a delivery plan which reaches young people from our target groups and supports them into outcomes
-  Oversee our procurement of, and relationships with, delivery partners to ensure they provide high quality services which adhere to required standards of safeguarding, health and safety and performance
-  Lead an engaged and motivated team, clearly setting objectives, holding staff to account for delivery and ensuring they have the skills and knowledge to carry out their roles to a high standard
-  Work with colleagues across Programme Development, Technology and Fundraising to enhance our delivery and impact for young people and achieve alignment with funding, in line with our place based approach.
-  Successfully deliver on funding partnerships and ensure full income drawdown is achieved, and all aspects of contract monitoring and performance are undertaken
-  Actively embed our EDI ambition to become the most diverse and inclusive youth organisation, through broadening our reach and increasing representation in our colleagues
-  Focus on improving efficiency and using our resources effectively so we can increase our impact for young people within our available cost envelope
-  Identify and develop relationships within the Trust and externally across the geographical area for which you are responsible, to enable us to improve and grow the services we offer to young people
-  Promote a safeguarding first culture which priorities the needs and safety of young people
-  Engage volunteers in our work with young people to increase the impact and effectiveness of our delivery
-  Ensure your team achieves its KPIs and provide insightful, accurate and timely reporting as required
-  Contribute to projects as required in the area in which you work, or as required, to develop and embed cross-organisational improvements and change

THE SKILLS YOU'LL BRING



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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?
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
Ability to access key regional partners and build influence and support.	A key focus of the role will be to develop new external relationships working alongside fundraising as well as maintain existing referral and delivery partnerships.
Highly developed planning and organisational skills.	You will be responsible for planning our delivery to meet the needs of young people ensuring maximum impact and the financial sustainability of the organisation.
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.
Ability to engage and lead external networks and partnerships in the public, private and voluntary sector.	This role will be instrumental in engaging with senior personnel in the funding and delivery arena. The ability to inspire and influence at a senior level will be key critical.
Strong 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, achieving the ambitions set out in our EDI Strategy.
Knowledge of Safeguarding, and Health & Safety practices.	To ensure The Trust safeguards staff, young people, partners, and volunteers.
Experience	Why do we need this?
Significant senior management experience, with a proven track record of leading and motivating a diverse team.	You will be a leader of a place based team, motivating colleagues to deliver consistently high-quality and impactful frontline services.
Significant experience of developing and managing the performance of delivery plans.	You will need to coordinate your functional resources to maximise the impact of our services whilst maximising income drawdown and meeting the expectations of our funders.
Worked with KPIs and other measures to develop a performance and accountability culture.	The post holder will need to demonstrate how they have used KPIs to create a culture of continuous improvement and accountability within their team.
Track record of ability to lead, organise and motivate a diverse team.	To demonstrate your leadership style and ability to manage diverse teams with different personality traits, learning styles and diverse EDI characteristics.
Deep knowledge, understanding and empathy of the current issues and barriers faced by young people across the UK.	We want you to care deeply about making a lasting change to young peoples' lives and understand the lifechanging role your team plays in supporting young people every day.

WE WOULD LOVE IT IF YOU COULD DO THIS

Experience	Why do we need this?
Experience of managing a team over a diverse geography.	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 of 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 of working within the charity sector.	This is the sector we operate in and prior knowledge particularly working with fundraisers would be advantageous, however, we have many colleagues who successfully join us from other sectors.
Experience of working with, or as a volunteer.	Our volunteers play a critical role supporting our activities.
Skills & Knowledge	Why do we need this?
Understanding of the operating context across the country and the ability to lead significant UK wide projects.	You will be required to take lead responsibility for themes/tasks/projects across the UK in support of delivery priorities & continued development of The Trust's services.
The ability to develop fundraising partnerships that support the income generation of an organisation.	Ensuring our work has the vital funding in place is critical. You will collaborate with fundraising colleagues as we continue to develop and deliver our business plans and strategy.

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/Function Head 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.