



START SOMETHING

YOUR NEW ROLE AT THE TRUST

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| JOB TITLE: | Head of Design & Digital | PAY BAND: |
| FUNCTIONS: | Programme Development and Technology | Support Delivering Specialist/Managerial Technical Lead/Function Head Senior Leadership Team |
| THE TEAM: | The Design & Digital team is responsible for the design of our end-to-end young person service including the design and live service operations of the digital products that underpin it, providing experiences that maximise the impact for young people of every pound spent. | |














WHERE YOU WILL FIT

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|-----|-----------------------------------|-------------------------------------|---------------------------------------|
| CEO | Director of Programme Development | Head of Design & Digital | Design, Youth Insight & Content Teams |
| | Chief Technology Officer | | Digital Team |

HOW DOES THIS ROLE IMPACT YOUNG PEOPLE?

You will lead the work to design and improve the end-to-end service for young people to have the maximum positive impact on their lives for every pound spent alongside the development and operation of digital services facilitating the entire journey of the young people we support, driving forward our digital improvements tailored for them.

WHAT WILL YOU DO?

-  Clarify, document, and maintain the end-to-end journey for Young People supported by The Trust from onboarding to a sustained outcome in line with our impact goals (our Theory of Change).
-  Create and lead a small, multi-skilled design and youth insight team, providing leadership, management, coaching and quality assurance to build a common way of working that is impact-led and insight-driven.
-  Lead a small content team, working across our programmes to ensure quality and a cohesive content strategy
-  Lead the live operations and continuous improvement of our suite of Digital services including the Trust website, Learning Hub, Education Hub, Grants Hub, and Marketing sites, ensuring they deliver a good user experience, value for money and that performance aligns with objectives.
-  Create a Design community of practice across The Trust, sharing good practice and a common way of working across numerous roles that include a design element, but are not part of the core team
-  Work with colleagues across the Trust to identify strategic priorities and influence change.
-  Work closely with the Technology Leadership Team to ensure alignment with enterprise systems and compliance with security and technical standards.
-  Act as a Change Agent to ensure the Trust can exploit digital transformation opportunities.
-  Establish and manage supplier relationships and apply a robust governance framework to ensure service delivery outcomes are achieved.
-  Own the budget aligned with this portfolio ensuring visibility of spend, value for money, and return on investment.
-  Ensure all services are designed and run with a 'Safeguarding First' mindset.
-  Lead a team that is high-performing, developing their skills, motivated and happy.
-  Actively contribute 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



START SOMETHING

WE REALLY NEED YOU TO HAVE THESE

| Skills & Knowledge | Why do we need this? |
|--|--|
| Strong design skills combining service design, learning design and change design. | These are the three core design skill sets needed for this role. |
| Strong knowledge of user-centred design including the importance of accessibility and design standards and youth participation. | To ensure we build and run high-quality services. |
| Strong knowledge of content design and content management | To provide leadership to the team |
| Strong technical knowledge with a specialism in digital products, but an awareness of enterprise technology | To provide leadership to the team and drive continuous improvement. |
| Strong delivery management skills, including the ability to balance agile and waterfall ways of working as appropriate. | To provide leadership of major change initiatives to drive the Trust's ongoing digital transformation |
| A strong understanding of how to define and measure Impact | To ensure our work is impact-driven |
| Exceptional stakeholder management & comms skills with the ability to understand competing priorities, prioritise and communicate clearly and confidently to senior leaders. | To help drive organisational transformation and strong alignment across the Trust. |
| Strong understanding of digital analytics and reporting including the use of data to inform the development roadmap. | To support our data transformation journey and ensure we are making data-driven decisions. |
| Strong people leadership skills, including the ability to influence and motivate others to align around a common approach. | To balance competing priorities and manage team capacity. |
| Strong innovation skills, the ability to foster & champion new ideas practically. | To champion to the need to experiment and consider ideas from across the team and the wider organisation. |
| Strong knowledge of data protection legislation and security good practice. | To bring rigour to our current approach and drive a culture of strong security and data protection. |
| Experience | Why do we need this? |
| Significant experience creating and leading a design team with demonstrable experience of leading major change and improvements to services and their impact. | To provide leadership for the team and the ability to create a new centralised function. |
| Significant experience designing, building, and operating digital services. | To ensure we can effectively balance development with live service management. |
| Experience operating within or alongside an enterprise technology team | To ensure you are able to balance digital development with the need to integrate and align with our wider technology estate. |
| Experience working collaboratively with business stakeholders at a senior level to understand user needs, reach consensus & drive alignment and improvement. | To ensure all services are fully aligned with user needs. |

WE WOULD LOVE IT IF YOU COULD DO THIS

| Experience | Why do we need this? |
|---|---|
| Experience operating in the third sector. | To provide insight into our unique considerations |
| Experience leading a content team | To provide leadership to the team |
| Skills & Knowledge | Why do we need this? |
| Strong financial management skills. | To bring rigour to our current approach and drive a culture of strong financial management. |

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 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.