



**START  
SOMETHING**

# YOUR NEW ROLE AT THE TRUST

<b>JOB TITLE:</b>	Head of the Chief Executive's Office	<b>PAY BAND:</b>
<b>FUNCTION:</b>	CEO Office	Support Delivering Specialist/Managerial <b>Technical Lead/Function Head</b> Senior Leadership Team
<b>THE TEAM:</b>	The CEO office plays a central role in leading, managing, and guiding the overall direction of The Trust. It has a crucial role in developing and communicating the organisational and EDI strategy and monitors organisational performance. The team supports the executive leadership team and enables decision makers and senior leaders both internally and externally. The team holds the relationship with our Founder and the Royal Household.	

## WHERE YOU WILL FIT

CEO	<b>Head of the Chief Executive's Office</b>	3 x Assistant Executives
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## HOW DOES THIS ROLE IMPACT YOUNG PEOPLE?

The Head of the CEO's Office acts as a critical intermediary between the CEO and senior leaders, departments, and stakeholders. You will work collaboratively with a range of stakeholders across the organisation to ensure effective alignment, execution, and communication of the organisation's strategic goals and mission to ensure every young person has the chance to succeed..

## WHAT WILL YOU DO?

- 👑 Provide leadership and management of the Chief Executive's office day to day operations.
- 👑 Manage the Executive Leadership Team meetings, ensuring progress and delivery on strategic priorities and performance.
- 👑 Liaison with The Royal Household regarding all matters relating to The Prince's Trust and our Founder including management of all Royal engagements.
- 👑 Establish and maintain relationships with key internal and external stakeholders to support and promote organisational coherence.
- 👑 Manage the Trustee Board meetings, co-ordinating the papers, attending and minuting the meeting and dealing with any follow up actions.
- 👑 Produce briefings and reports for CEO's internal and external meetings including Trustee Board meetings ensuring the CEO is well prepared.
- 👑 Lead and manage a team of Executive Assistants.
- 👑 Support to The King's Trust Group CEOs including coordinating bimonthly meetings, Royal Liaison and Group-wide events.
- 👑 Ensure effective communication and information flow into and out of the CEO's office and support the CEO in staying in touch with the wider organisation.
- 👑 Exercise judgment and initiative in ensuring the confidentiality of the business of the CEO office, often dealing with sensitive information and confidential matters.
- 👑 Responsible for actively contributing to an equitable, diverse and inclusive workplace



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## 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?
High emotional intelligence and ability to build and maintain strong trusting relationships and networks (internally and externally) with tact and diplomacy	This is a high-profile role where you will be facilitating key relationships with a range of internal and external stakeholders to ensure effective delivery of organisational priorities.
Highly organised with strong attention to detail.	Staying organised is the most critical aspect of the role. You will manage various meetings, tasks and projects at once and keeping track of information and records.
A positive, proactive, practical problem solver with proven skill in resolving complex issues	You will be handling multiple tasks, and if issues arise, you will need to find ways to resolve issues effectively and independently.
Excellent written and verbal communication skills	You will be communicating (both written and verbally) with a range of internal and external stakeholders on a daily basis so will need good communication skills to perform efficiently and effectively in the role.
Experience	Why do we need this?
Experience of working with senior leaders, trustees and other high level internal and external stakeholders	The role requires close working with senior leaders so you must feel comfortable working with C-Suite level colleagues and high profile individuals.
Experience of working with governance processes, drafting reports, briefings and relevant communications on behalf of senior leaders	You will be tracking workstreams and projects, managing and delivering ELT and Trustee Board meetings and production and coordination of agendas, minutes, action trackers, briefings, and reports.
Experience in planning and leading strategic initiatives and ability to convene colleagues internally and ensure delivery of workstreams	The role requires a holistic view of the organisation and the ability to align various departments towards common goals.
Experience of working as a chief of staff or Executive Assistant within complex matrix organisations, with the ability to work under pressure	You will deliver effective and efficient administration of the CEO Office and provide a high quality, professional service to the CEO, wider leadership and external stakeholders.

### WE WOULD LOVE IT IF YOU COULD DO THIS

Skills and Knowledge	Why do we need this?
Strong understanding and interest of The Prince's Trust's mission and strategic objectives.	The role requires a holistic view of the organisation and will therefore need a good level of understanding of The Trust's priorities and mission to perform in the role.
Awareness of budget management processes	The role will manage the CEO budget and review monthly financial performance.
Awareness of the importance of Equality, Diversity and Inclusion in the context of a youth organisation	Understanding how we connect with and represent the communities we service is important when working with a wide group of stakeholders

# 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 &amp; external factors that demand change and innovation from The Trust</p> <p>You lead change processes with skill &amp; 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 &amp; 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 &amp; 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.