



**START
SOMETHING**

YOUR NEW ROLE AT THE TRUST

JOB TITLE:	Impact Executive	PAY BAND:
FUNCTION:	Programme Development – Impact	Support Delivering Specialist/Managerial Technical Lead/Function Head Senior Leadership Team
THE TEAM:	The Impact Team is responsible for leading The Prince's Trust's approach to demonstrating our Impact. By defining the methodologies used to assess impact, giving clarity on what impact we want to have and proving our effectiveness and key areas for improvement.	











WHERE YOU WILL FIT

Director of Programme Development Chief Technology Officer	Senior Head of Design and Digital	Head of Impact	Impact Manager	Impact Executive
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HOW DOES THIS ROLE IMPACT YOUNG PEOPLE?

Understanding, evidencing & measuring the impact we have on young people's lives enables us to learn & improve the support we offer young people. It helps us to maintain the trust & confidence of funders & supporters, giving us the credibility to influence government & employers. By providing great wrap-around support, you could help be the difference between someone leaving a new job in the first few weeks & someone sustaining a job that kickstarts their career.

WHAT WILL YOU DO?

-  Update our data on young people to ensure we are accurately tracking their progress.
-  Take part in or lead initiatives that will improve our data collection, data quality and reporting.
-  Use insights from young people to inform operational improvements to service delivery.
-  Report on progress to regional and national teams.
-  Work with other team members to understand the regional and national trends in young people's experience.
-  Work with Programme Development and the Impact team to improve our understanding of young people's development and how to measure it.
-  Work closely with Delivery and Design colleagues to support the design and delivery of our programmes to young people and meet a range of stakeholder needs for evidence.
-  Support the value of evidence produced by the impact team through proactive and tailored communication with key stakeholders.
-  Comply with our safeguarding policies for working with young people, delivery partners and volunteers. Ensure compliance for recruitment, data protection and health and safety.
-  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?
Superb relationship management skills with the ability to inspire & provide exceptional customer service.	The Young People, partners & incredible volunteers we work with deserve nothing less. Providing them with an exceptional experience will result in better outcomes for young people
A strong understanding of the challenges young people within The Trust's target groups face.	This will be key when matching the needs of young people, partners, or volunteers to ensure the right support and provision are put in place
Excellent attention to detail and knowledge of CRM systems.	You will own the data for your assigned young people, partners or volunteers which will be essential for meeting the needs of safeguarding, communication, training, and support.
Compelling communication skills – both written and verbal.	You will need to communicate with a wide range of stakeholders with varying levels of experience and seniority. Your ability to communicate well will be critical to your success
Experience	Why do we need this?
Experience working accurately and with good attention to detail	We must capture caseload management notes, volunteer updates and information that will inform funding and contract reports.
Experience in working toward targets and Key Performance Indicators	Our targets and KPIs inform our planning, and requests for support and are based on our contractual obligations – and how we work with young people.
Working effectively across different departments and teams to drive shared results.	Expertise from across the organisation helps us to give the best possible support to young people – working well collaboratively as one organisation is key to achieving our aims
Reporting on data and findings	To ensure we are using the data to improve our delivery

WE WOULD LOVE IT IF YOU COULD DO THIS

Experience	Why do we need this?
Experience in supporting young people within The Prince's Trust target groups	Understanding the challenges and barriers that young people face is key to supporting a diverse group of young people
Being part of a new initiative/piece of work	This will help when planning and driving forward developments
Skills & Knowledge	Why do we need this?
Ability to work with a project plan, responding to deadlines	To respond to the demands of a complex and ambitious contract
Ability to adapt to changing projects/tasks.	Emerging opportunities mean we will always need to adapt our flexible delivery models to meet the needs of young people
An understanding of qualitative and/or quantitative research methods	You may be required to assist with research projects that improve our understanding of young people's development
Knowledge of Safeguarding, and Health & Safety practices and processes	To ensure The Trust safeguards staff, young people, partners, and volunteers






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.

 Inspiring We lead by example	 Approachable We are open minded and value diversity	 Empowering We enable positive change	 Non-Judgemental We focus on the potential, not the past	 Passionate We are absolutely committed to supporting young people
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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 delivery 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. You keep young people and our end goal in mind.</p> <p>You build trust in others by demonstrating reliability. You engage in challenges with optimism and resilience.</p> <p>You're authentic and bring your unique talents to work, encouraging others to do the same.</p>	<p>You seek out opportunities afford by change, adapting accordingly and to enhance own development and build expertise. You suggest improvements and alternative approaches wherever appropriate.</p> <p>You give and receive feedback, harnessing new information to improve your own performance</p>	<p>You're approachable, clear, and professional. You treat people as individuals, tailoring communication and influencing style accordingly.</p> <p>You communicate difficult messages and challenge others' thinking effectively. You listen to others with empathy and sensitivity.</p> <p>You act as an ambassador for The Trust whenever communicating externally</p>	<p>You offer support to colleagues and ask for help when needed. You manage the expectations of others, gaining buy-in where required.</p> <p>You share knowledge and information. You build relationships with others across The Trust and externally, where appropriate</p> <p>You act as an ambassador for your own team across The Trust</p>	<p>You manage projects effectively; planning, organising resources and reprioritising as required. You monitor progress towards milestones, taking actions to ensure deadlines are met.</p> <p>You make effective, data-driven decisions, considering consequences and consulting with others where appropriate. You take the initiative to solve problems and develop several potential 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.