

Job Description

JOB TITLE: Senior Digital Delivery Manager

CONTRACT TYPE: Fixed term - 6 months - *potential for the role to be extended in the future, subject to funding.*

HOURS: Full time

LOCATION: London, currently hybrid working with two days per week in the office.

RESPONSIBLE TO: Digital and Technology Lead

About The King's Trust International

The King's Trust International (KTI) has been supporting young people worldwide since 2015. We were founded by HM The King to tackle the global crisis of youth unemployment.

Our **vision** is that every young person should have the chance to succeed.

Our **mission** is to empower young people to learn, earn and thrive.

Our programmes and interventions are now present in 20 countries within the Commonwealth and beyond, across Africa, Asia, the Caribbean, Europe and the Middle East.

We are committed to amplifying the voices of young people on the global stage and putting their needs at the very heart of the design and delivery of our work. This complements global efforts to deliver the Sustainable Development Goals, particularly those relating to quality education and decent work.

We seek to work to the highest quality standards and to ensure the health and safety of all the young people we work with as well as the well-being of our colleagues and partners.

Ways of working

The King's Trust International works with local partners around the world to deliver education, employment and enterprise programmes that empower young people to learn, earn and thrive. We provide opportunities to develop the skills and confidence to succeed and deliver tangible employment outcomes, supporting young people to build their own futures.

We work with a mixture of governments, NGOs, and corporate partners and employers on our programmes and are increasingly thinking about how we can support the creation of green jobs to help deliver the low carbon transition.

See our [website](#) for details of our programmes and case studies celebrating some of the amazing achievements of a selection of young people.

Purpose of the Role

You will play a key role in delivering positive outcomes for young people and supporters by leading the delivery of inclusive, engaging, and effective digital products and data platforms. These solutions will help young people build confidence, develop skills, and access opportunities for employment or self-employment.

As Senior Delivery Manager, you will oversee the successful delivery of digital products and data platforms, ensuring they meet user needs, align with organisational priorities, and adhere to quality and compliance standards. You will also establish and embed effective portfolio management processes across all digital and technology initiatives.

Working closely with digital & design team, regional teams, and a wide range of stakeholders, you will ensure delivery supports our overall proposition and strategic goals, taking a collaborative and consultative approach to guide decision-making within our governance framework.

Key Relationships

- KTI Regional Delivery Teams
- KTI Digital & Design Team
- External Technology partners, supplier and agencies
- KTUK IT Team
- KTI Impact Team
- KTI Safeguarding Team
- KTI Senior Leadership Team
- KTI Board of Trustees (ad hoc updates and presentations)

Key Areas of Responsibility

- Plan, manage and assume overall accountability for the delivery of assigned digital products for young people and data solutions for KTI, including both continuous improvement and major change initiatives.
- Establishing seamless delivery methods and processes, using proven project, portfolio and programme managements techniques, ensuring effective capacity planning.
- Work with internal and external stakeholders to ensure that projects can be effectively scoped, budgeted and signed off.
- Management of external suppliers and working closely with internal colleagues to ensure optimum delivery capacity and capability.
- Responsible for budget management, including allocation, tracking, and oversight of purchase orders and invoicing.
- Take a hands-on role in leading the full delivery lifecycle; leading and demonstrating through actions and coaching what good practice looks like, including:
 - Financial planning, budgeting and oversight of procurement processes
 - Detailed project planning including defining project stage and critical path, roles and responsibilities, alignment with governance and compliance, and working with the project team on sprint planning and job sizing.
 - Hands-on management of projects, including resource management, facilitating project meetings and stand ups, managing communications, producing project documentation, management of scope, tolerance and budget.
 - Ensuring project plans and designs are feasible by collaborating with teams to ensure requirements are achievable within time, budget, and technical constraints, and that sprint planning and release cycles enable successful delivery
 - Assistance with functional testing and UAT planning and support

- Ensure that functional and technical specifications, and user guides, are available and kept up to date.
- Ensure risk management across delivery by identifying, assessing, and mitigating risks, ensuring appropriate governance, escalation, and controls are in place to protect delivery outcomes.
- Ability to plan and manage releases effectively, coordinating timelines, dependencies, infrastructure readiness, to ensure high-quality, timely delivery of digital products.
- Drive the change management process, balancing competing priorities while maintaining business-as-usual activities and delivering change initiatives effectively
- Lead and continuously improve delivery techniques, ensuring all staff understand and are comfortable with the ceremonies and processes deployed.
- Take an active role within the wider team to share knowledge and upskill more junior members of the team.
- Assume line management responsibility for junior team member, providing effective coaching, guidance, and support to ensure their professional development and performance.

Budget: Yes, this role will have budget responsibility

Person Specification

Please read these notes carefully:

The King's Trust International is committed to representing, at all levels, the global communities and young people that we serve. We value transferable skills and know that women, gender non confirming folx, disabled and global majority/ Black, Indigenous and People of Colour (BIPOC) / racialised people are statistically less likely to apply for a role if they feel that they do not meet at least 90% of criteria on the job description/person specification. We are dedicated to building an inclusive, diverse, equitable, and accessible workplace that fosters a sense of belonging - so we only include essential criteria on our person specification that is genuinely required to do the job. We focus on your aptitude, transferable skills and behaviours to assess your potential with us.

Essential criteria describe the skills, knowledge or qualifications that are necessary to do the role. Some criteria will be assessed at the shortlisting (**s**) stage, and this will be based on the information you have provided in your CV and supporting statement. Skills or experience can be gained in a variety of ways, in your personal life as well as professionally. Do not just say, for example, 'I have good communication skills.' Tell us how you have gained experience or used a particular skill or knowledge. Other criteria may be assessed as part of an assessment (**a**) or at interview (**i**). Desirable criteria will only be used where a large number of people meet all the essential criteria, or at interview to differentiate extra skills. **As a minimum, address how you meet all essential criteria in your application.**

Criteria	Essential	Why is this needed?	How will this be assessed?
Skills and Knowledge	Excellent project delivery skills, with at significant experience (10+ years) of delivery within hybrid waterfall and agile environments	You will lead the delivery management of both continuous improvement (BAU / minor change) and significant change initiatives	S
	Ability to communicate clearly, both verbally and through documentation with stakeholders and implementation staff or	You will need to work closely with a wide range of stakeholders and with suppliers, clear communications will be essential to ensure we deliver	I

	suppliers.	against requirements and manage expectations.	
	Excellent knowledge of the technical development process and good practice, including an understanding of the importance of security, data protection, accessibility and safeguarding requirements.	Knowledge of the development process and good practice will enable you to plan and deliver successful digital projects.	S
	Strong rational and critical thinking skills, able to understand the underlying root issues in complex problems, to see patterns in systems and processes, and to be able to bring order and clarity to ambiguity.	Our digital products are important touchpoints within wider services and user journeys. We also have to consider funding arrangements and operational dependencies. The ability to bring logical thinking and clarity to projects will be essential.	S
	Strong collaborative and consultative approach working alongside other specialist roles and functions across the organisation.	A collaborative approach will ensure that you work effectively with colleagues - knowing when to pull in expertise, how to make decisions, and how to move forward in a multi-stakeholder setting.	I
	A demonstrated interest in delivering digital solutions to support and empower young people worldwide	A strong interest in and understanding of our target audience will be critical in this role.	I
Experience			
	Experience in hybrid project management combining waterfall governance and iterative, agile implementation	Experience with our ways of working will enable you to work across multiple functions.	S
	Significant experience (10+ years) of managing bespoke development projects and off the shelf products, managing internal teams and external suppliers.	You will be required to oversee and manage both effectively	S
	Significant experience of estimating and sizing work, and managing resources.	This will be a core requirement of the role and essential to successful delivery.	S
	Experience using and embedding project management tools (such as Jira. Slack, Trello, etc.) for running project and	Smart tooling will improve efficiency and streamline our ways of working.	S

	development processes.		
	Experience designing and managing portfolio or programme delivery processes, including ongoing delivery, support, change management, performance reporting and capacity planning.	Delivery will include taking major change projects into live service and the continual improvement and management of those services.	I
	Commercial awareness and experience of managing budgets	Delivering against targets and achieving value for money will be required.	S
	Strong experience managing suppliers and contractors, with the ability to shape procurement processes and drive effective, high-quality delivery.	We rely heavily on external partners and suppliers, the ability to engage and manage these relationships effectively is a critical component of this role.	I
	Experience in the delivery of solutions for global audiences, or a demonstrated interest in building expertise in this area	Experience delivering solutions across multiple countries, balancing timelines and costs while addressing diverse needs and localisation requirements, is essential.	I

Criteria	Desirable	Why is this needed?
Skills and Knowledge	Project or Programme management qualifications.	Formal training or qualifications in one or more methodologies would be beneficial.
	Understanding of product strategy and lifecycle management.	You will be working closely with product owner and will need to support a structured approach to the development of digital products aligned to a roadmap and release schedule.
Experience	Experience of working in the third sector or public sector.	Familiarity with the unique considerations of the sector and an understanding of working within complex, multi stakeholder setting would be beneficial.
	Experience of working on projects or services for young people.	Empathy with our audience will help to ensure that you lead the delivery of effective solutions.
	Experience and understanding of quality control processes.	To bring rigour to our approach.

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.

 Youth-centred	 Nurturing partnerships	 Impact	 Diversity	 Honesty	 Integrity
We believe in placing youth at the centre of all activities and decisions	We value robust relationships based on mutual trust and respect	We focus our passion and attention on what we believe will create a positive impact	We understand, value and promote diversity of experience and thought to enable our staff, partners and young people to thrive and achieve their full potential	We value sincere, authentic and straightforward communications and behaviours	We believe in applying strong morals, high standards and ethical principles to our work

We are committed to equality, diversity and inclusion. We want to be an organisation that is representative of the communities we serve, which is why we strive for diversity of age, gender identity, sexual orientation, physical or mental ability including neurodiversity, ethnicity, gender, socio-economic background and perspective. We want to ensure that everyone can be their authentic selves at work.

We are a Race at Work signatory and a Disability Confident employer. Our staff and volunteers are supported by PT CAN (our Cultural Awareness Network), PT GEN (our Gender Network), PT DAWN (Disability & Wellbeing Network) and Pulse (LGBTQ+ Network). Talk to us about flexible working hours.

THE WELFARE OF OUR YOUNG PEOPLE

The King's Trust International is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. This post is subject to a basic Disclosure. Having a criminal record will not automatically exclude applicants.

OUR BEHAVIOURS

We expect certain behaviours from you about how you interact with colleagues, our partners, young people & the public.

These are our core behaviours for all staff.

 Effective communicators	 Approachable	 Solution-oriented	 Inclusive	 Emotionally intelligent & resilient
We demonstrate an open, honest, jargon-free and clear communication style to build rapport and nurture partnerships with internal and external stakeholders. We communicate core expectations, for example around safeguarding, clearly and effectively to ensure young peoples' safety is at the centre of our work and never compromised. We value the importance of transparency, honest feedback, setting clear expectations, understanding roles and responsibilities, and speaking up for what we believe is right.	We demonstrate characteristics of open-mindedness, respect and honesty to anyone wishing to approach us. We apply our behaviours to support this by being mindful of our own reactions and being receptive to ensure people want to engage with us, we actively listen and demonstrate our appreciation of their input.	We focus our energy on enabling solutions to the challenges we meet. We demonstrate leadership by owning our work, taking responsibility for our actions and pro-actively engaging with our stakeholders and partners to gain deep understanding of the environments we work in and the young people we work for. We support our partners, colleagues and youth in solving problems and delivering impactful programmes. We plan and adapt our interventions and processes and employ proactiveness to enable the most meaningful outcomes.	We value different backgrounds, experiences and opinions and believe that these will make us better equipped to make quality decisions, apply sensitivity to context and mutual exchanges, as well as recognise potential throughout our organisation and our partnerships. We actively invest in rapport building with all stakeholders and strive to support team work internally and externally. We respect others and our planet. We apply humility and empathy and strive for reciprocity and equality in all exchanges.	We nurture awareness and reflection, including being mindful of self-biases, cultural differences, as well as our own and other people's circumstances. We foster the capacity to be aware of, control, and express our emotions, and to handle interpersonal relationships judiciously and empathetically. We use emotional intelligence to build resilience. We risk making mistakes as a way of learning. We celebrate creativity, curiosity, eagerness to learn and open-mindedness.