

# YOUR NEW ROLE AT THE TRUST

<b>JOB TITLE:</b>	<b>Senior Head of National Delivery</b>	<b>PAY BAND:</b> Support Delivering Specialist/Managerial <b>Technical Lead/Function Head</b> Senior Leadership Team
<b>FUNCTION:</b>	National Delivery	
<b>THE TEAM:</b>	The National Delivery team is responsible for UK-wide delivery services including partnerships and projects, customer service, volunteering strategy and place-based strategy. They work closely with colleagues across the organisation to offer high-quality services for young people.	














## WHERE YOU WILL FIT

CEO	Director of Delivery	<b>Senior Head of National Delivery</b>	Head of Delivery Partnerships & Projects
			Head of Customer Service
			Strategic Lead – Volunteering
			Head of Place-Based Strategy

## HOW DOES THIS ROLE IMPACT YOUNG PEOPLE?

You play a pivotal role in ensuring young people across the UK receive high-quality, impactful support. By leading national delivery partnerships, driving service improvement, and shaping strategies for youth recruitment and engagement, you help create opportunities that remove barriers and empower young people to thrive. Your leadership ensures that our services are efficient, inclusive, and aligned with our mission to support those who need us most.

## WHAT WILL YOU DO?

-  Be part of the Delivery Senior Leadership Team, providing insight and challenge to ensure a collaborative approach to achieving our business plans across the UK.
-  Collaborate with colleagues across the delivery function to ensure we consistently deliver efficient, effective, and impactful services across the UK, driving forward a culture of continuous improvement in service of our organisational strategy.
-  Drive forward performance management across the function, ensuring we have insightful data and take advantage of opportunities to improve our impact and efficiency.
-  Ensure high-quality and efficient national delivery partnerships, seeking to improve the impact we have on young people.
-  Ensure an effective youth recruitment approach, by working in partnership with marketing and programme development, explore ways in which we remove barriers and reach those young people that need our support from our target groups and communities.
-  Improve young people's chances of success by working collaboratively with fundraising, programme development and volunteering colleagues by ensuring our service design and post-programme support is to a high standard.
-  Lead the successful implementation of national projects and programme changes, engaging with and supporting regional and country colleagues to provide appropriate involvement in pilots, processes, and leadership.
-  Work in partnership with Country Directors and the People and Learning team to enable the deployment of our people priorities across the UK, so that our support for colleagues in all teams is of a high standard and enables them to do their best work with young people.
-  Lead projects and/or task and finish groups as agreed with the Director of Delivery and Senior Leadership team to improve the effectiveness, efficiency, and/or quality of both national and country delivery.
-  Manage our governance arrangements, including ownership of risk registers, delivery partner compliance and contractual performance management, as well as ensuring we have an efficient approach to reporting across the function.
-  Support in the successful implementation of the organisational strategy across the function, ensuring our delivery teams prioritise, plan, and take action against the goals and ambition.
-  Support the implementation of the delivery volunteering strategy so it enhances the services we offer to young people, driving our vision for volunteers across the UK.
-  Support the ongoing development of our place-based strategy to ensure we reach more young people in IMD areas and deliver efficient impact to achieve our strategic goal of tackling inequality.

# 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?
Strong understanding of the challenges young people within the Trust's target group face and how to effectively reach and engage with these groups.	This will support us with implementing our strategies and why we need to operate in the way that we do. Putting young people at the heart of everything that we do is critical to the success of our programmes and transformation.
Can determine decisions, make trade-offs where appropriate and understand the impact on interrelated areas.	You will need to be proactive in understanding dependencies and mitigate risks to support with further implementation of our programmes.
Knowledge of project management techniques	You will be responsible for managing the implementation of projects and may be asked to function as a lead for improvement projects and you will need to apply these techniques.
Ability to engage with multiple colleagues and teams across the organisation through powerful communication and influencing skills	Success does not happen in silos – the local delivery teams will need to collaborate seamlessly with each other and other core functions to ensure we are offering the best support to young people that we can.
Proactive leadership of EDI and evidence of delivering positive action and change	We believe people are at the heart of everything we do and expect all our colleagues to commit to ensuring equality, celebrating diversity, and advocating for a welcoming and inclusive environment, driving positive change to that effect.
Experience	Why do we need this?
Experience in leading a diverse team on a national scale	Credible leadership experience enables you to engage and drive a high-performing team which operates on a national level.
Experience in leading and delivering successful large-scale services for young people	You will be involved in managing the provisions of small to large scale programmes, and your subject matter expertise will be critical in mitigating risks to young people and amplifying positive outcomes for young people's experience.
Significant strategic experience in leading a national delivery team	You will be responsible for providing direction for your Heads and you will need to pivot, when necessary, to understand impacts and how your teams and stakeholders inter-relate.
Experience in maintaining and developing effective national service delivery partnerships	This will be critical to understanding our stakeholders and capitalising on their needs and strengths to drive momentum and buy-in.
Experience working within a data and performance-driven environment that delivers high-quality results	Data and insight underpin our decision-making. You will use data and performance indicators to help us understand where we need to improve and measure whether the changes we implement are bringing about the intended impact.
Worked with KPIs and other measures to develop a performance and accountability culture.	This will be important to enable a high-performing culture that will see your teams thrive, remain focused, and be challenged to meet programme direction.

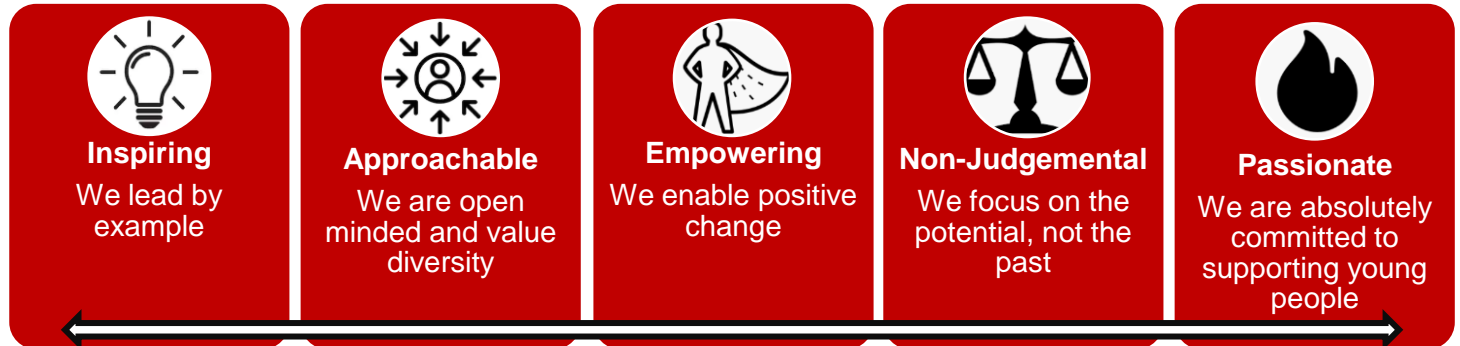
## WE WOULD LOVE IT IF YOU COULD DO THIS

Experience	Why do we need this?
Experience working with volunteers.	We have many passionate volunteers, the majority of which support our Delivery teams.
Skills & Knowledge	Why do we need this?
Knowledge of Customer Contact Centres, specifically an outsourced model.	You will need to provide direction and function as a delegated authority for digital onboarding signoffs.

# 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 King'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 KT CAN (our Cultural Awareness Network), KT GEN (Gender Equality Network), KT 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 King'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 per 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.