

YOUR NEW ROLE AT THE TRUST

JOB TITLE:	Service Owner	PAY BAND:
FUNCTION:	Technology	Support Delivering
THE TEAM:	The Business Technology team is responsible for the architecture, transformation, development and support of any applications, products and services supported by the Trust.	Specialist/Managerial Technical Lead/Function Head Senior Leadership Team

WHERE YOU WILL FIT

CTPO	Head of Business Technology	Lead Architect	Service Owner
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HOW DOES THIS ROLE IMPACT YOUNG PEOPLE?

We are here to support Young People to succeed by providing efficient and effective technology that enables exceptional delivery. This role works closely with frontline delivery teams to ensure technology services help colleagues deliver the right support to young people.

WHAT WILL YOU DO?

-  Own the end-to-end technology services for the domain, ensuring seamless integration of data, processes, people and technology.
-  Work closely with frontline delivery teams to understand how services are delivered to young people, ensuring technology services support operational needs, remove barriers, and maximise impact.
-  Collaborate with key stakeholders to understand core capabilities/requirements and translate them into technology solutions, with regular, effective communication for delivery.
-  Own and maintain the service roadmap, ensuring priorities are informed by user feedback, organisational objectives and technology strategy.
-  Ensure technology services are accessible, scalable, flexible, secure, provide effective data governance and are aligned with The King's Trust's long-term strategic goals.
-  Work with the lead architect, suppliers and technology teams to design, implement and continuously improve solutions, ensuring they are efficient, cost-effective, and aligned with best practices.
-  Work with the Lead Architect to ensure that domain architecture aligns with the overall Enterprise Architecture Framework.
-  Evaluate emerging technologies/tools that can enhance the domain, whilst aligning with the governance processes for change.
-  Develop strong relationships with service users and stakeholder to proactively seek feedback, understand pain points, and identify opportunities to improve user experience, adoption and service value. Identify and mitigate risks associated with domain architecture and develop disaster recovery plans.
-  Report on the status of the domain, including key performance metrics, timelines and any issues or risks to the Lead Architect
-  Actively contribute to an equitable, diverse, and inclusive workplace, aligned with Trust values.

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?
Analytical, conceptual, and problem-solving abilities.	To be able to understand and meet stakeholder needs, manage ambiguity and evaluate system performance in designing and understanding interdependencies between systems.
Strong leadership, influencing and stakeholder management skills to guide stakeholders.	Teams may have conflicting needs, but strong leadership ensures everyone aligns on shared organisational goals.
Ability to articulate technical solutions to non-technical stakeholders.	Translating technical concepts is essential to bridge the gap between business and technology.
Ability to manage multiple initiatives and priorities.	The ability to navigate overlapping project timelines across multiple systems while balancing both day-to-day operational management and long-term architectural planning.
Experience	Why do we need this?
History in solving complex challenges with creative and effective technology solutions.	Being able to leverage platforms that help organisations achieve more with less.
Experience owning, improving or support technology services and delivering successful technology initiatives.	You will be responsible for ensuring technology services continue to meet business needs while coordinating enhancements and improvements.
Experience engaging with users and stakeholders to gather requirements, feedback, and improvement opportunities.	The role requires proactive engagement with service users to shape the service roadmap, prioritise demand and ensure technology delivers measurable value.

WE WOULD LOVE IT IF YOU COULD DO THIS

Skills & Knowledge	Why do we need this?
Customer and user-focused mindset.	To understand how technology services are experienced by users, ensuring improvements are driven by real needs and deliver tangible value.
Experience of managing service roadmaps, backlogs or demand pipelines.	This will support effective prioritisation of enhancements, fixes and new capabilities.
Experience	Why do we need this?
Vendor Engagement: Experience managing third-party vendors for architecture-related solutions and changes.	Many service changes involve third-party solutions. Managing vendors ensures compliance with standards, cost-effectiveness, and integration with existing systems.
Experience supporting or owning technology services that enable frontline service delivery.	An understanding of frontline service delivery will help ensure technology services support the needs of colleagues and young people.
History working with not-for-profit organisations.	An appreciation of our mission and an understanding of the unique challenges faced by not-for-profit organisations will help ensure technology decisions deliver meaningful impact.
Change management skills.	Helps drive adoption of service improvements and new capabilities across the organisation.

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
You inspire others through passion for what we do. You keep young people and our end goal in mind. You instil trust in others through consistency, professionalism and being accountable for team success. Resilient and determined in the face of challenges. You're authentic, bringing unique talents to work and encouraging others to do the same. Role models integrity and acts according to our Values	You understand the internal & external factors that demand change and innovation from The Trust You lead change processes with skill & positivity and help others see the benefits and opportunities. You take an entrepreneurial approach to improve how we do things. You take steps to further own development, coaching others to do the same. You encourage a culture of constant improvement. You role model a positive & constructive approach to giving and receiving feedback	You're approachable, clear, and inspiring. You effectively communicate information throughout The Trust You challenge the thinking of others and raise issues in a diplomatic, non-judgemental way. You seek to understand multiple perspectives, listening to others' concerns or barriers before responding	You role model effective and mutually supportive teamwork with colleagues You bring the team together in pursuit of shared purpose. You manage relationships with multiple stakeholders, gaining buy-in and balancing their different priorities. You share knowledge and information. You build a broad range of trusting relationships both across The Trust and externally. You have a broad organisation knowledge and awareness of how actions in one team will affect others	You translate The Trust's vision into a vision for your own team, making long-term plans and setting goals accordingly. You make decisions through establishing facts, considering consequences, and making sound judgements. You address obstacles, finding workable solutions. You set quality standards & challenge others to maintain them. You empower the team and place trust in them to take ownership and deliver results. You manage resources to maximise their impact and deliver results

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.