

YOUR NEW ROLE AT THE TRUST



START SOMETHING

JOB TITLE:	Youth Development Lead – Outreach	PAY BAND
FUNCTION:	Delivery	Support
THE TEAM:	The Prince's Trust Delivery Team change young people's lives. They will support directly and digitally, through partnerships and volunteers thousands of young people across the UK each year.	Delivering Specialist/Managerial Technical Lead/Function Head Senior Leadership Team











WHERE YOU WILL FIT

Director of Delivery	Country Director	Head of Service Delivery	Service Delivery Manager	Youth Development Lead
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HOW DOES THIS ROLE IMPACT YOUNG PEOPLE?

Since 1976, our Delivery Teams have given over 1 million young people hope for the future. By promoting the work of The Trust at events with young people and partners and also delivering both one-to-one and group sessions about our different programmes, you will inspire the next generation and ensure we create the right pathways to reach and engage new communities. This will give them the skills, knowledge and confidence to achieve their goals.

WHAT WILL YOU DO?

-  To grow and support the Prince's Trust's reputation within the youth sector by attending and planning events with partners and young people (internally or externally) promoting the work of the Trust.
-  Develop, lead, and maintain effective relationships with agencies and partner organisations that can refer eligible young people to the Trust.
-  Work closely with the Marketing team to share best practices for recruiting young people, create a recruitment plan and create marketing content where required.
-  Deliver engaging sessions and 1:1s about the Trust's programmes for and to young people and partners as required to meet local delivery plans.
-  Ensure a consistently positive experience for young people being onboarded to our programmes by applying best practice guidelines and complying with internal policies and processes.
-  Maintain responsibility for caseload of young people whilst onboarded onto a programme, ensuring regular communication to keep the young people engaged. Referring and signposting to relevant support throughout as appropriate.
-  Accurately record information and data on young people, volunteers, or partners to ensure each stage of the journey is accurately reflected on our systems and complies with the relevant aspects of our funding contracts.
-  Comply with safeguarding, health and safety, and data protection policies when working with young people, volunteers, and partners.
-  Champion EDI encouraging positive action and change through the implementation of a local action plan that supports our overall aims within EDI.
-  Carry out other duties as may reasonably be required by The Trust, including deputising as appropriate on activities relevant to area of responsibility.

THE SKILLS YOU'LL BRING



Prince's Trust

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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?
Self-motivated to manage your own time effectively, balancing your workload to meet both outreach and onboarding commitments - showing flexibility when there are peaks and troughs.	You will be responsible for managing your outreach events with your partners as well as ensuring that your young people are onboarding on time as per agreed timescales.
Superb relationship management skills with the ability to inspire & sell the services of the Trust and also provide exceptional customer service.	You are the face of the Trust, often the first person our young people and partners will talk to, and so need to be comfortable with selling the benefits of working with the Trust. 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.
Compelling communication skills – both written and verbal (including in-person, phone calls, SMS, MS Teams, emails, 121s and small and large groups) being able to tailor communication to your audience.	You will need to communicate with a wide range of stakeholders (both young people but also referral partners) with varying levels of experience and seniority. Your ability to communicate well across a wide spectrum of audiences will be critical to your success.
Ability to manage a caseload of young people and prioritise their support.	You will have a large caseload of young people at different stages in the referral, enquiry and onboarding process.
Ability and willingness to travel across the region working within different community settings.	You will be working in numerous locations to build effective relationships, create referral pathways, and meet young people to sign up for programmes.
Experience	Why do we need this?
Experience of working to targets, Key Performance Indicators and deadlines.	Our targets and KPIs inform our planning, requests for support and are based on our contractual obligations – and how we work with young people.

WE WOULD LOVE IT IF YOU COULD DO THIS

Experience	Why do we need this?
Working with young people and keeping them engaged.	Your team will be responsible for contacting young people who have expressed interest in our programmes, and you will assess their need, build fast rapport and keep them engaged for The Trust's programmes or signpost to other services if we can't meet their needs.
Experience supporting young people to overcome barriers to accessing education, employment or training.	You will be working directly with young people and responsible for helping them overcome challenges to progress towards outcomes.
Working effectively across different departments and teams to have a common understanding of what is needed and to drive towards 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.
Experience of working accurately and with good attention to detail and keeping data in CRM's and trackers accurate and up to date.	It is essential that we capture young people data and notes and information that will inform funding and contract reports.
Skills & Knowledge	Why do we need this?
Knowledge of how to embed equality, diversity and inclusion in your work.	You will work with a diverse team and have responsibility for reaching a diverse audience of young people and ensuring they feel included.
Ability to manage a caseload of young people and partners and prioritise their support.	No day is the same, being able to manage the needs of a varied caseload and engage multiple young people at the same time is key to the success of our young people.
An understanding of the challenges young people within The Trust's target groups face.	You will work with young people from a variety of different backgrounds and will be responsible for aiding them to overcome barriers to accessing support.
Inquisitive and resourceful mindset to develop and grow understanding of young people needs and available support in a local community.	We want to ensure we have a broad reach within our target communities to enable us to have a network that best supports and matches our young people to the right services.
Previous knowledge and understanding of safeguarding principles and protocols, and the ability to identify and respond to safeguarding concerns.	We work with young people with a wide variety of backgrounds and support needs. It is imperative that we support them in a safe environment and can manage quickly developing situations with confidence.






WHAT DO WE EXPECT FROM YOU?



START SOMETHING

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.

 <p>Inspiring We lead by example</p>	 <p>Approachable We are open minded and value diversity</p>	 <p>Empowering We enable positive change</p>	 <p>Non-Judgemental We focus on the potential, not the past</p>	 <p>Passionate We are absolutely committed to supporting young people</p>
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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 You build trust in others by demonstrating reliability You engage in challenges with optimism and resilience 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 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. You communicate difficult messages and challenge others' thinking effectively You listen to others with empathy and sensitivity 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 You share knowledge and information You build relationships with others across The Trust and externally, where appropriate 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 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.