

YOUR NEW ROLE AT THE TRUST



START SOMETHING

JOB TITLE:	Youth Development Lead – Volunteering	PAY BAND
FUNCTION:	Delivery	Support Delivering Specialist/Managerial Technical Lead/Function Head Senior Leadership Team
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.	










WHERE YOU WILL FIT

Delivery Director	Country Director	Head of Volunteering	Volunteering 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 being the main contact to a network of informed and engaged volunteers and ensuring they are delivering programmes within our quality frameworks and keeping all data up to date, you are indirectly inspiring and creating opportunities for young people aged 11-30, to increase their skills and confidence.

WHAT WILL YOU DO?

-  Develop and maintain a connected network of informed volunteers, providing information and guidance to support their end-to-end volunteering journey.
-  Ensure volunteers receive consistently exceptional service, inspiring them to constructively support young people into positive outcomes.
-  Coordinate and direct activity of a caseload of volunteers using our CRM and relationships with delivery colleagues, to link with opportunities to support young people and delivery programmes.
-  Accurately track, record, and maintain volunteer activity, and encourage volunteers to input into our systems to ensure regular compliance with core vetting and training requirements.
-  Highlight and champion the contribution of volunteers across the Trust, hosting events and providing reports to highlight impact.
-  Ensure all delivery is completed within our quality frameworks and complies with safeguarding, health and safety, and data protection policies.
-  Collaborate with colleagues, delivery partners and external agencies to diversify opportunities for volunteer support and development and also to strengthen and grow our volunteer network.
-  Champion Equality, Diversity & Inclusion, encouraging positive action/change, and supporting volunteers from all communities to engage in our EDI strategy.
-  Carry out other duties as may reasonably be required by The Trust, including deputising as appropriate on activities relevant to the area of responsibility.

THE SKILLS YOU'LL BRING



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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?
Superb relationship management skills, with the ability to inspire & provide exceptional customer service	You will need to build strong relationships with your caseload of volunteers and engage their proactive support for young people
Excellent interpersonal skills and a confident communicator in writing and verbally, both online and in-person at every level	You will need to communicate and build rapport with a wide range of stakeholders with varying levels of experience and seniority
Experience	Why do we need this?
Experience in supporting young people within The Prince's Trust's target groups	Understanding the challenges and barriers that young people face is key to supporting a diverse group of young people
Experience in coordinating volunteers and volunteering projects to a high standard or equivalent experience / transferable skills	You will act as the nominated point of contact for a cohort of volunteers, coordinating their activity and experience with The Trust
Experience with working effectively across different departments and teams to drive results	We work collaboratively to achieve our aims, meet targets and contractual obligations, and give the best for young people

WE WOULD LOVE IT IF YOU COULD DO THIS

Experience	Why do we need this?
Experience working within the charity sector either as a colleague or volunteer.	This is the sector we operate in, and prior knowledge would be advantageous as you will be responsible for coordinating volunteers, your own experience of volunteering could help positively inform your approach.
Working with external organisations to develop and maintain successful partnerships	Relationships with partners are critical in helping us to give volunteers and young people the best possible support
Experience in delivering training and sessions focused on skills development	You will be required to support volunteers and young people by providing formal and informal training/guidance
Skills & Knowledge	Why do we need this?
Knowledge of relevant external young person provision and volunteering networks	Being aware of existing local/national networks will build and improve our practice, and enhance our provision for young people
Detail-oriented and highly organised mindset, with knowledge of CRM systems	You will own the data of volunteers and young people, with a requirement to accurately track and record their information and activity
Understanding of volunteer coordinating best practices and volunteer motivations	To ensure a high-quality experience for your volunteers, you will need to understand what drives them and offer exemplary support
Able to work confidently in line with GDPR, Safeguarding and Health & Safety policies and processes	It is important that our staff, young people, volunteers, and partners are safe and that we can work confidently and be compliant with policies and processes.






WHAT DO WE EXPECT FROM YOU?



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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.

 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.