

YOUR NEW ROLE AT THE TRUST



**START
SOMETHING**

JOB TITLE:	Senior Head of Change Delivery	PAY BAND:
FUNCTION:	Programme Development	Support Delivering Specialist/Managerial Function Head Senior Leadership
THE TEAM:	The Change Delivery team is responsible for ensuring that we have a clear roadmap for all our programme design work, aligned to the vision for each of our propositions and the overall organisational strategy, and ensuring successful delivery of this roadmap. It will perform a critical function in aligning the three proposition areas of enterprise, employability and education and prioritising across them and will work in close collaboration with the Technology function to ensure that our digital products enable our proposition strategy and meet user needs and that our internal systems allow our staff and volunteers to deliver programmes in an efficient and effective way.	

WHERE YOU WILL FIT

Director of Programme Development	Senior Head of Change Delivery	Head of Content
		Change Programme Manager
		Project Manager(s)

HOW DOES THIS ROLE IMPACT YOUNG PEOPLE?

Your role champions and follows a fit for purpose programme management process for the full portfolio of programme design projects. A key priority is to provide leadership and assurance that our change programme is managed and controlled so that delivery is achieved successfully: on time, on budget and to requirements. We want end-users to love the experiences we enable and the products we make and to be recognised for creating market-leading experiences in our sector.

WHAT WILL YOU DO?

-  Coordinate the change programme, ownership of our programme design roadmap, working with key stakeholders across the organisation to plan, agree and communicate what is feasible in line with strategy.
-  Own the change programme budget for Programme Development and oversee the management of all project budgets that sit within it.
-  Act as the main link with Fundraising for the Programme Development function, to ensure our change programme is funded effectively and in line with strategy.
-  Provide leadership and assurance that our change programme projects are managed and controlled so that delivery is achieved successfully: on-time, on-budget and to requirements.
-  Provide clear screening, prioritisation and a delivery structure for all projects under the change programme.
-  Oversee change programme projects to delivery, prioritising them against our organisational strategy and across each of our propositions.
-  Resolve high-level issues relating to programme and project delivery – minimising risks and maximising efficiency by exercising strict control and oversight across change requests, risks and opportunities.
-  Ensure that correct finance and resource controls are in place to ensure successful planning, delivery and post product support arrangements.
-  Successfully lead and manage the content team to deliver effective all young person focused programme content, in line with organisational and programme strategy.
-  Ensure the content team has a clear content strategy and content standards, including alignment with assurance functions (e.g. safeguarding, GDPR)
-  Lead and manage your team in accordance with the behavioural framework and standards set out in the People and Learning policies and procedures, ensuring The Prince's Trust is a great place to work.

 Develop an annual budget for your department and manage your team standards set out by the Finance, Performance and Impact team, ensuring



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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?
Excellent communication and leadership skills with a track record of engaging and influencing cross-functional teams to deliver.	You will need to work with a wide variety of stakeholders and to drive forwards projects against a background of competing priorities and significant workloads.
Excellent stakeholder management and influencing skills at the highest level of organisations.	You will need to prioritise across our portfolio of project and ensure senior stakeholders are fully bought into the need and impact of these projects.
Excellent understanding of interdependencies with Technology function to ensure successful project delivery.	The Technology function will be a critical enabler for the delivery of most projects within the programme design portfolio
Excellent understanding of interdependencies with Fundraising function required to secure funding for projects	We will not be able to deliver on our programme design portfolio if we cannot secure funding for these projects.
Experience	Why do we need this?
Successful programme and project delivery, including risk management and change control.	Our projects are typically a mix of both digital and non-digital delivery. You need to have experience of delivery in both and in project routines such as risk and change management as this will be crucial to your success.
Ability to support teams to become data-led.	It is critical that we utilise data and research to prioritise and allocate resource to our change portfolio.
Ability to inspire, develop and lead a multi-disciplinary team.	You will need to work across multiple teams and functions. For young people to succeed with us, these teams need to work together to deliver on our programme design projects.
Ability to adapt to change.	There will always be significant and continuous change that you need to be able to respond to.
Experience working with design and systems thinking frameworks and human-centred design.	A large proportion of the projects you will manage will include a design element, putting users at the heart of what we are designing.

WE WOULD LOVE IT IF YOU COULD DO THIS

Experience	Why do we need this?
Experience leading digitally mature/ data-led project teams.	Demonstrating our impact on young people is a critical requirement for all projects within the programme design portfolio.
Experience leading creative design and content teams.	You will manage the content team as part of your responsibilities.
Experience of developing blended services and offers for our target market of NEET young people, with a very good understanding of our customer base.	The projects within the programme design portfolio will need to align to our blended learning strategy and must meet the needs of our users.
Skills & Knowledge	Why do we need this?
MSP Qualification or other recognised project or programme management qualification (Prince2, Scrum)	This will ensure you understand the tools used for project delivery.
Workshop facilitation experience.	You will need to confidently facilitate workshops with key stakeholders to ensure timely delivery of key milestones.
Understanding of digital product development and technology systems in the non-profit environment.	Many of the deliverables are of a digital nature and require an understanding of IT.

WHAT DO WE EXPECT FROM YOU?



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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 (LGBT 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/Function Head 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 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.