

YOUR NEW ROLE AT THE TRUST



START SOMETHING

JOB TITLE:	Head of Education	PAY BAND:
FUNCTION:	Programme Development	Support
THE TEAM:	The Trust has three key propositions for the young people it supports – enterprise, education, and employability, and all our programmes are designed under one of these propositions. This team will develop market-leading programmes that combine face-to-face and digital learning to support young people across these three propositions, ensuring our support for young people is insight-led and of optimum standard by enhancing the quality and relevance of the experience it offers at every step of the young person’s journey.	Delivering Specialist/Managerial Technical Lead/Function Head Senior Leadership Team

WHERE YOU WILL FIT

CEO	Director of Programme Development	Head of Education	Education Design Manager Quality Manager	Programme Design Executive
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HOW DOES THIS ROLE IMPACT YOUNG PEOPLE?

Your role will combine considerable knowledge of the education systems across England, Northern Ireland, Scotland, and Wales with knowledge of how to design services for young people. The programmes that currently sit within our education proposition include our Achieve curriculum which is primarily delivered by teachers in our partner schools, our Mosaic mentoring programme and enrichment activities such as the Enterprise Challenge, as well as our Team programme which is predominantly delivery through colleges. We expect to evolve and change these programmes as required in line with our education proposition vision, which will sit under the leadership of this role.

WHAT WILL YOU DO?

-  Ensure the Prince's Trust delivers market-leading services and experiences which support thousands of young people to success in education and leave school or college with key skills for life, confidence in their potential and strong foundations for future career pathways.
-  Lead the team developing end-to-end journeys within our education proposition, ensuring that they are appropriate, relevant, accessible across both traditional and digital delivery channels and that they are aligned to our strategic direction and enhancing the young person's journey.
-  Own and drive the vision for a blended education offer, using data and evidence to continually improve the young person's experience in line with user needs and feedback.
-  Oversee the design of education programmes and digital and face-to-face experiences that enable quality and consistency across the UK, leading to successful outcomes for young people
-  Own the overall education customer experience for young people and partners, and work collaboratively with colleagues to ensure there is consistency and a shared experience across all our propositions
-  Oversee the development, support and monitoring of the quality of the delivery of our programmes to young people
-  Ensure that the Prince's Trust digital and face to face services are compliant with key policies and procedures such as legal, data protection and safeguarding.
-  Drives strong relationships with Service Delivery colleagues across The Prince's Trust, working closely to manage the rollout of new services, insight and experience gained, best practice, gather feedback and continually iterate the design of our programmes.
-  Builds relationships and networks with external stakeholders particularly those delivering, researching, or innovating in the fields of education and across delivery channels so we can continuously improve our offer.
-  Develop relationships with policy makers, education providers, funders and experts in the field who can provide support for our Programme design, through the use of panels, leadership groups and other appropriate forums.

- Ensures an excellent understanding of the competitive landscape for The benchmarking activity and ensuring the team uses insights from competitors and improvements.
- 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's expenditure in accordance with the standards set out by the Finance, Performance, and Impact team, ensuring the effective use of our resources.

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?
Understands behaviour change theory and mechanics that can be used to inspire young people to succeed.	This is critical for the development of programmes that will have a positive impact on young people.
Strong subject matter expertise in the field of education and of education systems across the UK.	You will be the lead role at The Trust for our education proposition.
Excellent internal and external stakeholder management skills and ability to foster and facilitate collaboration across departments and multi-disciplinary teams.	You will lead our education proposition and ensure senior stakeholders are fully bought into the need and impact of these projects.
Proven quality management skills & knowledge of recognised quality standards	You will drive the improvement of the quality and consistency of our programmes
Excellent communication and leadership skills with a track record of leading and managing teams to deliver exceptional blended experiences.	You will work with a wide variety of stakeholders and to drive forwards our education proposition against a background of competing priorities and significant workloads.
Understanding of formal and informal learning styles and methodologies.	The programmes under the education proposition will need to meet the needs of a variety of young people, who come from different backgrounds.
Experience	Why do we need this?
Track record translating organisational strategy and user needs into a clear strategic vision, delivered through engaging content across multiple channels and touchpoints.	You will be responsible for setting the vision of our education proposition, based on user need.
Experience of designing education or curriculum-based programmes.	A core part of your role will be leading the design of all programmes that sit under our education proposition.
Experience of design methodologies (i.e. user-centred design, co-design) and an understanding of design thinking	A core part of this role will be leading the design of all programmes that sit under our education proposition
Experience of leading the development and implementation of quality assurance practises and/or KPIs	You will drive the improvement of the quality and consistency of our programmes
Experience leading, motivating, and coaching multidisciplinary teams to devise and deliver on a relevant vision.	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 an education proposition.
Experience problem solving, fostering innovation, and driving teams to try new ways of doing things.	Our programmes will be constantly changing based on feedback and data we collect, and you will need to bring colleagues across the organisation along this journey.
Experience of owning mutually beneficial relationships with external stakeholders (e.g., education providers, policy makers, subject matter experts) to support organisational aims.	You will need to work closely with relevant external stakeholders to drive forward our education proposition.

WE WOULD LOVE IT IF YOU COULD DO THIS

Experience	Why do we need this?
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 programmes under the enterprise proposition will need to align to our blended learning strategy and must meet the needs of our users.
Experience of working within the education sector.	It would be beneficial for you to have first-hand experience in order to understand the challenges and opportunities within this proposition.

Good technology/ digital knowledge	Technology will be an enabler to a lot of our programme design and you will need to work closely with the Technology team to deliver these digital products
Skills & Knowledge	Why do we need this?
Familiar with Theory of Change and other social, organisational and behaviour change models.	These are critical models that we utilise to design and evidence the impact of our programmes.

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.



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 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 & external factors that demand change and innovation from The Trust</p> <p>You lead change processes with skill & 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 & 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 & 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 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.