



**START
SOMETHING**

YOUR NEW ROLE AT THE TRUST

JOB TITLE:	Prince's Trust Executive	PAY BAND:
FUNCTION:	Operations	Support Delivering
THE TEAM:	Our Operations team develop and deliver programmes to help young people achieve success in their life. We've delivered programmes to over 1 million people and have a team of over 500 delivering programmes.	Specialist/Managerial Technical Lead/Function Head Senior Leadership Team

WHERE YOU WILL FIT

Deputy CEO – Operations	Regional/ Country Director	Senior Head of Operations	Head of Operations	Senior Operations Manager	Operations Manager	Prince's Trust Executive
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HOW DOES THIS ROLE IMPACT YOUNG PEOPLE?

Directly or through local partnerships, you will design and deliver skills development to young people aged 11-30. You will create opportunities and support the journey of young people to develop transferrable skills, knowledge and confidence to achieve their goals.

WHAT WILL YOU DO?

- 🔗 Collaborate with referral partners, marketing, contact centre, digital delivery and the development of local networks, ensuring young people who need us most are successful recruited and engaged at the start of their Prince's Trust journey.
- 🔗 Recruit, train and manage partners, ensuring delivery is of the highest quality with appropriate content and opportunities – supporting young people to develop their confidence and skills.
- 🔗 Manage caseloads effectively, ensuring each young person engaged is supported on their journey with appropriate one-to-one advice, guidance and progression support.
- 🔗 Deliver services anywhere within your geographical area – including residential programmes and attend meetings at your place of work as well as other Prince's Trust locations.
- 🔗 Develop and deliver sessions with colleagues, partners and volunteers ensuring service delivery is of the highest quality with appropriate content, supporting young people to develop their confidence and skills.
- 🔗 Recruit, train and manage volunteers ensuring they are highly engaged thus ensuring service delivery is of the highest quality with appropriate content, supporting young people to develop their confidence and skills
- 🔗 Data recording including information on young people, volunteers & partners – capturing at each stage of their journey and that financial processing are undertaken accurately enabling robust impact assessment, delivery of funding contracts and the effective use of our resources
- 🔗 Comply with the requirements of our safeguarding policies. This will be in addition to ensuring the requirements for working with volunteers and partners are met including recruiting safely, data protection and health and safety are fully met and monitored
- 🔗 Support annual delivery self-assessment and innovation projects ensuring the continuous improvement of our services to young people

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?
Ability to effectively develop rapport with young people and establish appropriate relationships	It is vital we create a safe and positive environment so the young people we support feel comfortable and safe when working with the Trust
Ability to develop and deliver high quality learning and development sessions for young people, volunteers & partner staff	To ensure the Trust provides a consistent and positive experience for young people
Experience	Why do we need this?
Experience of facilitating skills development to young people through groupwork or 1:1 support and guidance	We work with young people from a wide variety of backgrounds and offer development opportunities in Employability, Self Employment and PSD.
Experience of supporting relationships and projects with external organisations	We work with a wide range of partners to create development and outcome opportunities. Creating positive relationships is key to success.
Experience of working accurately and with good attention to detail	It is essential that we capture caseload management notes and information that will inform funding and contract reports.
Experience of delivering skills development in at least one of the following settings - Informal learning provision (Sports/Arts/Outdoors), Education sector, Employment / Enterprise training, Digital learning provision, Volunteer training / management	You will be delivering programmes in one or more of these areas.

WE WOULD LOVE IT IF YOU COULD DO THIS

Experience	Why do we need this?
Experience of supporting young people within The Prince's Trust target groups	Understanding the challenging and barriers and that young people face is key to supporting a diverse group of young people.
Experience of working to targets and Key performance indicators	Working to targets is essential to evidence our impact to communities and funders.
Skills & Knowledge	Why do we need this?
Knowledge of relevant, local community networks and provision for young people	Being aware of local opportunities for young people and building positive relationships with the communities we work will help support as many young people as possible.
Knowledge of Safeguarding practices and processes	To ensure the Trust safeguards staff, young people, partners and volunteers.
Knowledge of Health and Safety practices and processes	To ensure the Trust is a safe place to work, volunteers and partner with.

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.

 <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. More importantly, creating an environment where everyone, from any background, can be themselves and do the best work of their lives is the right thing to do.

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 NOW (Network of Women), 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 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</p> <p>You keep young people and our end goal in mind</p> <p>You build trust in others by demonstrating reliability</p> <p>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.</p> <p>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</p> <p>You treat people as individuals, tailoring communication and influencing style accordingly.</p> <p>You communicate difficult messages and challenge others' thinking effectively</p> <p>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</p> <p>You manage the expectations of others, gaining buy-in where required</p> <p>You share knowledge and information</p> <p>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</p> <p>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</p> <p>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.