



**START  
SOMETHING**

# YOUR NEW ROLE AT THE TRUST

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

## WHERE YOU WILL FIT

Country Director	Head of Service Delivery	Delivery Manager	<b>Youth Development Lead</b>
Senior Head of Service Delivery			
Senior Head of Partnerships & Volunteers	Head of Delivery Partnerships & Volunteers	Delivery Partnerships & Volunteer Manager	

## HOW DOES THIS ROLE IMPACT YOUNG PEOPLE?

Since 1976, our of Delivery Teams have given over 1million young people hope for the future. You will deliver services to thousands of young people aged 11-30 in communities all across the UK. Your work will inspire and create opportunities within Education, Enterprise and Employability giving them the skills, knowledge, confidence achieve their goals.

## WHAT WILL YOU DO?

-  Undertake direct & digital delivery duties of programmes country and UK wide. This will be directly with young people, through partnerships or managing and supporting volunteers.
-  Manage caseloads effectively, ensuring young people, partners and volunteers are engaged and supported on their journey with appropriate advice, guidance, and support.
-  Delivery – work directly with a case load of young people who access our services, providing guidance, training, and follow-on support.
-  Partnerships – Successfully recruit, train, and manage delivery partnerships in accordance with assurance guidelines ensuring they receive an exceptional and consistent service.
-  Ensuring volunteers receive an exceptional and consistent service – an experience that inspires them to reach their full potential to positively support and progress young people.
-  Accurately recording information and data on young people, volunteers or partners on our database to ensure each stage of their journey is accurately reflected on our systems.
-  Comply with our safeguarding policies for working with young people, delivery partners and volunteers. Ensure compliance for recruitment, data protection and health and safety.
-  Ownership of relevant aspects of delivery of funding contracts ensuring the most effective use of our resources.
-  Collaborate with referral partners, marketing, contact centre and the development of local networks, ensuring young people are safely and successfully recruited and engaged.
-  Champion Equality, Diversity, and Inclusion (EDI) encouraging positive action and change through the implementation of a local action plan that supports our overall aims within EDI.

# 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.	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.
A strong understanding of the challenges young people within The Trust's target groups face.	This will be key when matching needs of young people, partners or volunteers to ensure the right support and provision is put in place.
Excellent attention to detail and knowledge of CRM system e.g. Frontline.	You will own the data for your assigned young people, partners or volunteers which will be essential from meeting the needs of safeguarding, communication, training, and support.
Compelling communication skills – both written and verbal.	You will need to communicate with a wide range of stakeholders with varying levels of experience and seniority. Your ability to communicate well will be critical to your success.
Knowledge of Safeguarding, and Health & Safety practices and processes.	To ensure The Trust safeguards staff, young people, partners, and volunteers.
Experience	Why do we need this?
Experience of working accurately and with good attention to detail.	It is essential that we capture caseload management notes, volunteer updates and information that will inform funding and contract reports.
Working with external organisations to secure successful partnerships.	Relationships with partners are critical in helping us to give young people the best possible support.
Experience of working to targets and Key Performance Indicators.	Our targets and KPIs inform our planning, requests for support and are based on our contractual obligations – and how we work with young people.
Working effectively across different departments and teams to drive 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 supporting young people within The Prince's Trust target groups.	Understanding the challenges and barriers that young people face is key to supporting a diverse group of young people.
Experience of delivering skills development / training across education, employability, and enterprise.	You will be the first line of support for our young people, partners and volunteers and be required to support them with formal and informal training / guidance.

## WE WOULD LOVE IT IF YOU COULD DO THIS

Experience	Why do we need this?
Experience of working with, or as a volunteer.	We have over 5,000 volunteers who are the longest serving and largest part of our team and play a critical role supporting our activities.
Experience of working within the charity sector.	This is the sector we operate in and prior knowledge would be advantageous, however, we have many colleagues who successfully join us from other sectors.
Skills & Knowledge	Why do we need this?
Knowledge of relevant external young person provision / partnership and volunteer networks.	Being aware of existing local / national networks will be helpful. This builds positive relationships internally and externally which enhances the provision for young people.
Knowledge of Health and Safety practices and processes.	To ensure The Trust is a safe place to work, volunteers and partner with.
Ability to adapt to changing projects / tasks.	Emerging funding opportunities such as Health & Social Care & Kickstart mean we will always need to adapt our flexible delivery models to meet the needs of young people.






# 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.

 <b>Inspiring</b> We lead by example	 <b>Approachable</b> We are open minded and value diversity	 <b>Empowering</b> We enable positive change	 <b>Non-Judgemental</b> We focus on the potential, not the past	 <b>Passionate</b> 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 in the delivery 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 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	You seek out opportunities afforded 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	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	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	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

## 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.