



**START  
SOMETHING**

# YOUR NEW ROLE AT THE TRUST

<b>JOB TITLE:</b>	Service Delivery Manager	<b>PAY BAND:</b>
<b>FUNCTION:</b>	Programme Delivery	Support Delivering <b>Specialist/Managerial</b> 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

CEO	Country Director	Head of Service Delivery	<b>Service Delivery Manager</b>	Youth Development Officer
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## 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?

-  Part of the Leadership Team - Collaborate with regional colleagues and external networks to develop and implement a delivery plan and targets for your local area.
-  Ensure young people who need us most are engaged at the start of their journey by leading the development of relationships with colleagues and local referral partners and networks.
-  Deliver provision of the highest quality and consistency, delivering in line with programme standards, guidance, toolkits, allocated budget and ensuring effective use of resources.
-  Lead effective service delivery of your team, ensuring each young person engaged progresses with an appropriate pathway of learning and one to one support.
-  Work with the Partnerships and Volunteering team to coordinate the delivery plan according to needs of your Delivery portfolio of young people who access our services.
-  Ensure your team captures information on young people, volunteers & partners at each stage of their journey and any financial processing is done accurately and robustly.
-  Lead your team to deliver committed contracted activity which results in 100% drawdown of these funds enabling us as an organisation to continue our vital work for young people.
-  Advocate Equality, Diversity, Inclusion (EDI) and continue to encourage positive change through the implementation of a local action plan that supports our overall aims within EDI.
-  Actively role model best practice in how to operate in a safe & compliant way delivering maximum value for young people & The Trust (safeguarding, personal data, risk management).
-  Undertake other service delivery duties as and when required, including the delivery of programmes directly with young people and the management and support of our volunteers.

# 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?
Excellent interpersonal skills with the ability to build effective relationships internally and externally.	Success does not happen in silo – you will need to work, inspire and influence a range of teams across The Trust, as well as external stakeholder organisations to achieve success.
Developed planning and organisational skills.	You will be responsible for planning our direct & digital delivery to meet the needs of young people ensuring maximum impact and the financial sustainability of the organisation.
Effective data analysis skills and ability to interpret complex information to improve service delivery.	You will need to interpret and present insight and data on performance to continually monitor, evaluate and drive improvements across our services.
Commercial acumen with ability to communicate and network with multiple stakeholders.	You will lead your team to seek new opportunities and partnerships with training partners and employers in growth industries which create employment opportunities for young people.
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?
Operational management experience, with a proven track record of leading and motivating a diverse team.	You will be an important member of the country leadership team and will lead and motivate your teams to deliver consistently high-quality and impactful frontline services.
Experience of developing and managing the performance of service delivery plans.	You will need to coordinate your teams resources to maximise the impact of our services whilst ensuring complete income drawdown to meet the expectations of our funders.
Ability to maintain and develop a culture of excellence.	We must provide high quality, safe & impactful service underpinned by our values and EDI framework with policies consistently communicated, understood and monitored for compliance.
Deep knowledge, understanding and empathy of the current issues and barriers faced by young people across the UK.	We want you to care deeply about making a lasting change to young peoples' lives and understand the lifechanging role your team plays in supporting young people every day.

## WE WOULD LOVE IT IF YOU COULD DO THIS

Experience	Why do we need this?
Experience of managing a team over a diverse geography.	The roles covers a large geography and your ability to successfully manage and motivate teams who are sometimes working remotely will be crucial to the success of our delivery plan.
First-hand experience of the young people we help.	We expect you to have a deep understanding of the issues that young people are currently facing – if you have first-hand experience then it would be even better.
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.
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.
Skills & Knowledge	Why do we need this?
Full driving license.	This role may be covering a large geographic area within the country, which will require travel to visit delivery sites and attend meetings occasionally in other parts of the UK.
Knowledge of the benefits system and how it impacts young people.	This is an important point when assessing any financial support, we may be able offer and the direct impact it may have on any current benefit support young people currently receive.

# 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.

 <p><b>Inspiring</b> We lead by example</p>	 <p><b>Approachable</b> We are open minded and value diversity</p>	 <p><b>Empowering</b> We enable positive change</p>	 <p><b>Non-Judgemental</b> We focus on the potential, not the past</p>	 <p><b>Passionate</b> 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. 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 at a specialist/managerial 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 You build trust in others through reliability and holding self-accountable for success Resilient in the face of challenges, not taking constructive criticism personally You're authentic and bring unique talents to work, encouraging others to do the same You role model integrity and act according to our Values</p>	<p>You champion change initiatives and help others see the benefits and opportunities You take an entrepreneurial approach to improving how we do things You seek opportunities to enhance own development and build expertise You role model a positive and constructive approach to giving &amp; receiving feedback You support others in adapting to change</p>	<p>You're approachable, clear and assertive You cascade important and relevant information to others clearly and swiftly You treat people as individuals, tailoring communication and influencing style accordingly You communicate difficult messages and challenge others' thinking effectively You listen to and empathise with others to understand the root of situations before responding</p>	<p>You role model effective and mutually supportive teamwork with colleagues You manage the expectations of others, gaining buy-in where required You share knowledge and information You build and invest in relationships across The Trust You use awareness of how your own team fits within the wider organisation to find solutions</p>	<p>You translate The Trust's long-term vision and strategy into actionable plans &amp; targets You take responsibility for making and implementing logical, data-based decisions You're flexible and responsive as priorities and requirements change You seek solutions and solve problems, empowering others to do the same</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.