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## THE PRINCE'S TRUST – OPERATIONS JOB DESCRIPTION

**JOB TITLE:** Operations Manager

**LOCATION:** Clyde Valley

**RESPONSIBLE TO:** Senior Operations Manager / Head of Operations

**RESPONSIBLE FOR:** Prince's Trust Executive(s)

### OVERVIEW OF ROLE:

Our vision at The Prince's Trust's is that every young person should have the chance to succeed. Our mission is to help young people transform their lives by developing the confidence and skills to live, learn and earn.

As Operations Manager you will have experience of both leadership and operations delivery. You will manage a multi-disciplined team to drive the quality of our support to young people in response to local need. An effective communicator and strong relationship manager you will champion change and develop impactful teamwork to deliver results. We are looking for individuals who are positive, empowering, resilient, strong performance managers and can build team wellbeing.

The Operations Manager will lead a team including colleagues, volunteers and delivery partners to support young people, typically across a geography within a region/country. They work closely with their team to develop and implement a delivery plan and targets for their geographical area, to 'connect', 'progress' and help 'transform' the lives of young people who need us most.

The Operations Manager support their teams to;

- Ensure the young people who needs us the most are recruited and engaged
- Ensure every young person 'progressed' has an action plan with an appropriate pathway of support
- Recruit and manage trusted partners who will refer to and/or deliver our services
- Recruit and manage a network of volunteers to support and deliver our services

**KEY CONTACTS:** National Operations (including; Safeguarding, Health & Safety, Contact Centre, Service Design, Qualifications, Partnerships), National Volunteers & Uniformed Partnerships, Business Partner functions (including; Marcomms, Digital Delivery, Fundraising; Finance & Performance, Operations Support, People & Learning). Additionally there will be external relationships to lead including Delivery / Referral / Volunteer Partner networks.



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### SUCCESS CRITERIA:

1. Lead their team and collaborate with regional colleagues to develop and implement a delivery plan and targets for their local area utilizing performance and evaluation data, ensuring the success of our national strategy to help young people transform their lives by developing the confidence and skills to live, learn and earn;
2. Lead the development of relationships with local referral partners & networks, marketing, contact centre and digital delivery, ensuring young people who need us most are successfully recruited and engaged at the start of their Princes Trust journey;
3. Lead the effective recruitment, training and management of a local partner network ensuring service delivery is of the highest quality with appropriate content and opportunities, supporting young people to develop the confidence and skills to 'live', 'learn' and 'earn';
4. Lead effective service delivery of your team, ensuring each young person engaged, progresses with an appropriate pathway of learning and one to one support to develop the confidence and skills to 'live', 'learn' and 'earn';
5. Lead the effective recruitment, training and management of a local volunteer network ensuring they are highly engaged thus ensuring service delivery is of the highest quality with appropriate content, supporting young people to develop the confidence and skills to 'live', 'learn' and 'earn';
6. Working with service design colleagues lead annual delivery self-assessment and local innovation ensuring the continuous improvement of our services for young people and other stakeholders;
7. Supporting your team to ensure all data recording including information on young people, volunteers & partners is captured 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;
8. Support the development of the annual budget and manage your team's expenditure in accordance with the standards set out by the finance department ensuring effective use of our resources;
9. Lead and manage your team in accordance with the behavioural framework and standards set out in the People and Learning policies and procedures ensuring Princes Trust is a great place to work;
10. The Safeguarding and welfare of children and young people we work with is our priority at The Prince's Trust. This role will require the post holder to have responsibility and management for the safeguarding the children and young people participating in our programmes in accordance with The Prince's Trust safeguarding policies;
11. Take a lead in ensuring your team complies with all The Trust's policies for working with young people, volunteers, partners, service delivery, recruiting safely and Health and safety;

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### PERSON SPECIFICATION

<p><b>Competencies:</b></p>	<ul style="list-style-type: none"> <li>• <b>Delivering Results</b> Delivers great outcomes through our vision and strategy, effectively planning and meeting targets.</li> <li>• <b>Leading by Example</b> Is an inspiring role model for others, building trust and living our Values; Always keeps young people at the centre of what we do.</li> <li>• <b>Continuous Improvement</b> Consistently seeks to improve how we do things to achieve better outcomes for young people. Embraces change and innovation.</li> <li>• <b>Effective Communication</b> Communicates clearly, effectively and honestly. Listens to others and adapts communication to suit them.</li> <li>• <b>One Team</b> Works with others as one team, actively collaborating to achieve a shared vision. Builds relationships across The Trust, sharing information and expertise.</li> </ul>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>
<p><b>Skills and Knowledge:</b></p>	<ul style="list-style-type: none"> <li>• Strong understanding of the challenges young people within the Trust's target group face</li> <li>• Demonstrate knowledge of the local education, training and employment provision</li> <li>• Excellent planning and organisational skills and the ability to manage multiple priorities</li> <li>• Excellent interpersonal, written and verbal communication skills, including the ability to work with a wide range of external and internal stakeholders</li> <li>• Knowledge of relevant, local community networks and provision for young people</li> <li>• Knowledge of how to monitor and manage budgets, operating within agreed limits</li> <li>• Ability to work on own initiative to find creative solutions to problems</li> <li>• Flexibility to work some evenings and weekends as required</li> </ul>	<p>E</p>

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	<ul style="list-style-type: none"> <li>• Knowledge of project management techniques</li> <li>• Knowledge of Safeguarding practices and processes</li> <li>• Knowledge of Health and Safety practices and processes</li> <li>• Knowledge of the benefits system and how it impacts young people</li> <li>• Strong awareness and understanding of equal opportunities and ability to translate these into effective action</li> <li>• Ability to attend meetings/courses throughout the UK with occasional overnight stays</li> </ul>	E
<b>Experience:</b>	<ul style="list-style-type: none"> <li>• Experience of managing or delivering skills development in <u>at least one</u> of the following settings: <ul style="list-style-type: none"> <li>- Informal learning provision (Sports/Arts/Outdoors)</li> <li>- Education sector</li> <li>- Employment / Enterprise training</li> <li>- Digital learning provision</li> <li>- Volunteer training / management</li> </ul> </li> <li>• Supervisory or line management experience</li> <li>• Experience of developing or managing partnerships and relationships with external organization's or volunteer networks</li> <li>• Experience of selling a product or service to external audiences</li> <li>• Experience of budgeting and financial monitoring processes</li> <li>• Experience of supporting young people within The Prince's Trust target groups</li> </ul>	E
	<ul style="list-style-type: none"> <li>• Full driving license</li> </ul>	D

\*Essential criteria (E), Desirable criteria (D)

### Salary band/grade

#### Band 4

*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. This post is subject to a satisfactory [enhanced] DBS check.*