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## THE PRINCE'S TRUST – OPERATIONS JOB DESCRIPTION

**JOB TITLE:** Prince's Trust Executive

**LOCATION:** Edinburgh

**RESPONSIBLE TO:** Operations Manager or Senior Operations Manager

**RESPONSIBLE FOR:** May be responsible for volunteers or secondees

### 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 a Prince's Trust Executive you will engage and build quality relationships with young people, volunteers and partners. An effective communicator you will be passionate about delivering excellent customer service and making the right decision for young people. An effective communicator and collaborator you will thrive in both team and independent work. We are looking for individuals who engage in challenges with optimism and resilience, who are adaptive and flexible, embracing change and innovation.

Working as part of a team in a geographical area within a region/country, you will meet annual targets to 'connect', 'progress' and help 'transform' the lives of young people who need us most. You will be passionate about delivering excellent customer service and making the right decision for young people. You will thrive in both team work and autonomous settings. Delivery teams help young people by;

- Ensuring young people who need us the most are recruited and engaged
- Ensuring every young person 'progressed' has an action plan with an appropriate pathway of support
- Recruitment and management of trusted partners who refer to and/or deliver our services
- The recruitment and management 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 may be external relationships to manage including Delivery and Referral Partner staff.



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### SUCCESS CRITERIA:

1. Collaboration with referral partners, marketing, contact centre, digital delivery and the development of local networks, ensuring young people who need us most are successfully recruited and engaged at the start of their Princes Trust journey;
2. Effective recruitment, training and management of partners 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';
3. Effective caseload management ensuring each young person engaged, is supported on their journey with appropriate one to one advice, guidance and progression support;
4. Effective delivery of services anywhere within the geographical area - including residential programmes – and attend meetings at your place of work as well as other PT locations
5. Effective session development and delivery with colleagues, partners, and volunteers 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. Effective recruitment, training and management of volunteers 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';
7. 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. The safeguarding and welfare of the children and young people we work with is our priority at The Prince's Trust. This role will require the post holder to comply with the requirements of The Prince's Trust 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
9. Support annual delivery self-assessment and innovation projects ensuring the continuous improvement of our services to young people



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### PERSON SPECIFICATION

<b>Competencies:</b>	<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 style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">E</p>
<b>Skills and Knowledge:</b>	<ul style="list-style-type: none"> <li>• Ability to effectively develop rapport with young people and establish appropriate relationships</li> <li>• Ability to develop and deliver high quality learning and development sessions for young people, volunteers &amp; partner staff</li> <li>• Demonstrable knowledge of the local education, training and employment provision</li> <li>• A strong understanding of the challenges young people within The Trust's target groups face</li> <li>• Good 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 customers</li> <li>• Ability to work both independently and as part of a team</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 style="text-align: center;">E</p>
	<ul style="list-style-type: none"> <li>• Knowledge of Health and Safety practices and processes</li> <li>• Knowledge of Safeguarding practices and processes</li> <li>• Knowledge of how to monitor and manage budgets, operating within agreed limits</li> <li>• Knowledge of relevant, local community networks and provision for young people</li> </ul>	<p style="text-align: center;">E</p>



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	<ul style="list-style-type: none"> <li>• Knowledge of the benefits system and how it impacts young people</li> <li>• Ability to attend meetings/courses throughout the UK with occasional overnight stays</li> </ul>	
<b>Experience:</b>	<ul style="list-style-type: none"> <li>• Experience of facilitating 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>• Experience of supporting relationships and projects with external organisations</li> <li>• Experience of providing advice, guidance and one to one support to young people</li> <li>• Experience of selling a product or service to external audiences</li> <li>• Experience of working accurately and with good attention to detail</li> </ul>	<b>E</b>
	<ul style="list-style-type: none"> <li>• Experience of recruiting, managing and engaging volunteers</li> <li>• Experience of delivering accredited training courses</li> <li>• D1 + E Driving Licence</li> <li>• Experience of supporting young people within The Prince's Trust target groups</li> </ul>	<b>D</b>

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

### Salary band/grade

National band 5

*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 PVG Scotland Disclosure check.*