

YOUR NEW ROLE AT THE TRUST

JOB TITLE:	Senior Head of National Delivery	PAY BAND:
FUNCTION:	National Delivery	Support Delivering Specialist/Managerial
THE TEAM:	The National Delivery team is responsible for UK-wide delivery services including partnerships and projects, customer service, volunteering strategy and place-based strategy. They work closely with colleagues across the organisation to offer high-quality services for young people.	Technical Lead/Function Head Senior Leadership Team

WHERE YOU WILL FIT

CEO	Director of Delivery	Senior Head of National Delivery	Head of Delivery Partnerships & Projects
			Head of Customer Service
			Strategic Lead – Volunteering
			Head of Place-Based Strategy

HOW DOES THIS ROLE IMPACT YOUNG PEOPLE?

You play a pivotal role in ensuring young people across the UK receive high-quality, impactful support. By leading national delivery partnerships, driving service improvement, and shaping strategies for youth recruitment and engagement, you help create opportunities that remove barriers and empower young people to thrive. Your leadership ensures that our services are efficient, inclusive, and aligned with our mission to support those who need us most.

WHAT WILL YOU DO?

-  Be part of the Delivery Senior Leadership Team, providing insight and challenge to ensure a collaborative approach to achieving our business plans across the UK.
-  Collaborate with colleagues across the delivery function to ensure we consistently deliver efficient, effective and impactful services across the UK, proactively identifying challenges and developing solutions to improve delivery and impact.
-  Support the ongoing development of our place-based strategy to ensure we reach more young people in IMD areas as part of our strategic goal to tackle inequality.
-  Ensure an effective youth recruitment approach, by working in partnership with marketing, programme development and tech colleagues, improving our onboarding processes and increasing our reach to young people that need our support from our target groups and communities.
-  Ensure high-quality and efficient national partnerships, which help us broaden our reach and our offer to young people, as well as providing value for money and outcomes.
-  Work with programme development colleagues in our strategy ambition of better supporting young people with mental health issues to achieve positive outcomes.
-  Work with programme development colleagues to design and implement an improved digital and AI skills offer.
-  Lead the implementation of the delivery volunteering strategy so it enhances the services we offer to young people.
-  Lead the successful implementation of national projects and programme changes, engaging with, and supporting regional and country colleagues to ensure they are effectively tested, reviewed and embedded.
-  Work in partnership with the Delivery senior leadership team and the People and Learning team on implementing the actions on our people priorities across the UK.
-  Lead projects and/or tasks and finish groups as agreed with the Director of Delivery and Senior Leadership team to improve the effectiveness, efficiency, and/or quality of delivery.
-  Ensure effective performance oversight and governance, including delivery partner compliance and efficiency and place-based analysis and identifying actions to improve functional performance against targets.
-  Work with fundraising colleagues to develop effective bids for new strategic activity.

THE SKILLS YOU'LL BRING

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?
Strong understanding of the issues faced by young people within the Trust's target groups, as well as how to effectively reach and engage with young people from diverse backgrounds or facing barriers to accessing education, training or employment.	This will support us with implementing our strategies and why we need to operate in the way that we do. Putting young people at the heart of everything that we do is critical to the success of our programmes and transformation.
Proven ability to simplify and address complex operational challenges and develop and embed practical and effective solutions.	This will enable us to make significant progress in implementing our vision and mission to end youth unemployment.
Strong organisational skills with knowledge of project management techniques and experience of managing multiple projects simultaneously through to effective implementation.	You will be responsible for managing the implementation of projects and may be asked to function as a lead for improvement projects and you will need to apply these techniques.
Ability to engage with multiple colleagues and teams across the organisation through powerful communication and influencing skills.	Success does not happen in silos – the local delivery teams will need to collaborate seamlessly with each other and other core functions to ensure we are offering the best support to young people that we can.
Proactive leadership of EDI and evidence of delivering positive action and change.	We believe people are at the heart of everything we do and expect all our colleagues to commit to ensuring equality, celebrating diversity, and advocating for a welcoming and inclusive environment, driving positive change to that effect.
Skilled in interpreting and using data to inform decisions and identify actions to improve performance and outcomes. Comfortable in using dashboards and digital tools to monitor performance.	You will need to interpret a range of data to inform decision-making and drive improvements.
Experience	Why do we need this?
Experience in leading a diverse team on a national scale, working with colleagues and partners, both face-to-face in our centres and other spaces, and through remote working.	Credible leadership experience enables you to engage and drive a high-performing team which operates on a national level. We have a presence across multiple sites and geographies across the UK, and high engagement and visibility across these teams is key to success.
Experience in leading and delivering successful large-scale services for young people.	You will be involved in managing the provisions of small to large-scale programmes, and your subject matter expertise will be critical in mitigating risks to young people and amplifying positive outcomes for young people's experience.
Experience in maintaining and developing effective national delivery partnerships.	This will be critical to understanding our stakeholders and capitalising on their needs and strengths to drive momentum and buy-in.
Experience working within a data and performance-driven environment that delivers high-quality results.	Data and insight underpin our decision-making. You will use data and performance indicators to help us understand where we need to improve and measure whether the changes we implement are bringing about the intended impact.
Experience of successfully leading teams and organisations through significant change and implementing new strategic goals.	There will always be change in any large organisation – and we are at the beginning of a new five-year strategy which will require us to be ambitious and flexible.
Experience in budget management and resource allocation to achieve value for money and strategic goals.	It is important that our finite resources are allocated and used in the best way possible to have most impact for young people.

WE WOULD LOVE IT IF YOU COULD DO THIS

Experience	Why do we need this?
Experience working with volunteers.	We have many passionate volunteers, the majority of which support our Delivery teams.
Skills & Knowledge	Why do we need this?
Knowledge of Customer Contact Centres, specifically an outsourced model.	You will need to provide direction and function as a delegated authority for digital onboarding signoffs.

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.



Here at The King'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 KT CAN (our Cultural Awareness Network), KT GEN (Gender Equality Network), KT DAWN (Disability & Wellbeing Network) and Pulse (LGBTQIA+ 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 at a technical lead or head of 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 instil trust in others through consistency, professionalism and being accountable for team success. Resilient and determined in the face of challenges. You're authentic, bringing unique talents to work and encouraging others to do the same. Role models integrity and acts according to our Values	You understand the internal & external factors that demand change and innovation from The Trust You lead change processes with skill & positivity and help others see the benefits and opportunities. You take an entrepreneurial approach to improve how we do things. You take steps to further own development, coaching others to do the same. You encourage a culture of constant improvement. You role model a positive & constructive approach to giving and receiving feedback	You're approachable, clear, and inspiring. You effectively communicate information throughout The Trust You challenge the thinking of others and raise issues in a diplomatic, non-judgemental way. You seek to understand multiple perspectives, listening to others' concerns or barriers before responding	You role model effective and mutually supportive teamwork with colleagues You bring the team together in pursuit of shared purpose. You manage relationships with multiple stakeholders, gaining buy-in and balancing their different priorities. You share knowledge and information. You build a broad range of trusting relationships both across The Trust and externally. You have a broad organisation knowledge and awareness of how actions in one team will affect others	You translate The Trust's vision into a vision for your own team, making long-term plans and setting goals accordingly. You make decisions through establishing facts, considering consequences, and making sound judgements. You address obstacles, finding workable solutions. You set quality standards & challenge others to maintain them. You empower the team and place trust in them to take ownership and deliver results. You manage resources to maximise their impact and deliver results

THE WELFARE OF OUR YOUNG PEOPLE

The King'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 per 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.