TEAM LEADER JOB DESCRIPTION

Job Title: Team Leader

Location: Hackney Centre

Introduction to The Prince’s Trust: Youth charity The Prince's Trust gives practical and financial support through, developing key workplace skills such as confidence and motivation. It works with 13 to 30 year-olds who are unemployed or at risk of unemployment through underachieving in education.

The Prince’s Trust is an optimistic and ambitious organisation. This positive approach is essential if we are to inspire and motivate the most marginalised and disengaged young people to achieve their best in life.

Our Vision: Every young person should have the chance to succeed.

Our Values:
- Approachable – we are open minded and value diversity
- Non-judgemental – we focus on the potential not the past
- Inspiring – we lead by example
- Empowering – we enable positive change
- Passionate – we are absolutely committed to supporting young people

Context of Work: In the UK, currently there are more than 1 million young people aged 16 – 24 who are not in education, employment or training (NEETs). The Trust works with around 55,000 young people across the UK a year. The Trust supports young people through teams of staff, volunteers and Delivery Partners in three English regions, Scotland, Wales and Northern Ireland. Each of the regions and countries has a Director who is supported by Regional or Country Councils, which are made up of non-executive volunteers.

The Team programme is one of The Trust’s most long-standing and core programmes. It is a full-time 12-week personal development programme for 16 – 25 year olds largely delivered through community work. Its primary aim is to build confidence, motivation and skills to help unemployed young people return to education or move into employment. It is delivered by external Delivery Partners and this role is directly delivered by Prince’s Trust staff. It is the Team Leader’s responsibility to deliver the Team programme directly in line with the Toolkit, KPIs and targets.

Reports to: Delivery Partner Manager / Team Programme Manager

Key Relationships:
- Team Programme staff
- Outcomes, Assessments and Outreach team
- Volunteers & Secondments team
- Employed Team Members
- Student Social Workers (where applicable)
- Prince’s Trust Qualifications and other Awarding Bodies
- Outdoor Adventure Centre
- Basic Skills Support Staff
- Local community businesses and organisations

Accountability: The Team Leader supports The Trust’s mission ‘to help disadvantaged young people in the UK to change their lives and get into work, education or training’ by:
- Delivering excellence for young people
TEAM LEADER JOB DESCRIPTION

- Supporting young people to achieve positive outcomes in the best and most effective way
- To support and grow The Prince’s Trust reputation within the youth sector

Budgetary Responsibility:
Responsible for managing own expenses within the financial management guidelines and allocated budget and supporting Prince’s Trust Programme Team to maximise draw down on relevant programme funding contracts whilst keeping expenditure within agreed limits.

Tasks and Responsibilities:
1. Deliver the required number of Teams, ensuring delivery complies with the structured 12-week stages and processes outlined in the Team Toolkit, the Team minimum quality standards, all assessment criteria and any additional contractual obligations

2. Work with the Outreach, Assessment and Outcomes team to recruit a range of young people across target group to achieve appropriate Team mix. Ensure appropriate young people are referred to the Team within agreed timeframes

3. Progress young people through the programme in line with local budgets, achieving a range of KPI targets including the number of young people recruited; their retention on the programme; and the qualifications and positive outcomes achieved

4. Write End of Team Reports after each programme and ensure actions to improve the quality of the programme are followed up and completed in good time

5. Support the implementation of multiple external funding contracts or initiatives (local and national) to ensure requirements and outputs are achieved.

6. Maintain accurate and up-to-date records, paper and electronic, as required by The Trust or external funding contracts and in line with The Trust’s data protection policy

7. Compliance with The Trust’s policies for working with young people, Recruiting Safely, Safeguarding and Health and Safety and any other operational procedures for direct delivery

8. Implement action plans to address issues identified in the Team Review, Annual Quality Review and other Quality Assurance processes as outlined in the Toolkit

9. Attend all necessary internal/external training courses and management/steering group meetings as required including Prince’s Trust initial Team Leader Training course, Risk Management and, if not already held, Food Hygiene and First Aid at Work

10. Carry out other duties as may reasonably be required by the Trust, including deputising as appropriate on activities relevant to area of responsibility

Reporting Responsibilities:
- To supply information as required by the Programme Manager, Senior Head of Programmes – Education, Training and Development and the Senior Head of Outreach, Assessment and Outcomes.
### TEAM LEADER JOB DESCRIPTION

**PERSON SPECIFICATION**

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<tr>
<th>Criteria</th>
<th>Essential</th>
<th>Desirable</th>
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<tr>
<td><strong>Skills and Knowledge:</strong></td>
<td>• Strong understanding of the challenges young people within The Trust’s target groups face</td>
<td>• Knowledge of how to monitor and manage budgets, operating within agreed limits</td>
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<td>• Knowledge of local provision for disadvantaged young people</td>
<td>• Knowledge of relevant, local community networks</td>
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<td>• Good planning and organisational skills and the ability to manage multiple priorities</td>
<td>• Knowledge of the benefits system and how it impacts young people</td>
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<td>• Excellent interpersonal and verbal communication skills, including the ability to work with a wide range of people</td>
<td>• Knowledge of processes for administration and verification of qualifications/accreditation</td>
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<td>• Ability to work both independently and as part of a team</td>
<td>• Food hygiene certification</td>
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<td>• Ability to work on own initiative to find creative solutions to problems</td>
<td>• First Aid at Work certificate</td>
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<td>• Strong awareness and understanding of equal opportunities and the ability to translate these into effective action</td>
<td>• Minibus driving licence</td>
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<td>• Knowledge of Health and Safety practices and processes</td>
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<td>• Level 2 in English and Maths (GCSE or Basic Skills Level 2 or equivalent)</td>
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<td><strong>Experience:</strong></td>
<td>• Experience of working directly with young people from The Trust’s target groups.</td>
<td>• Experience of working within a target driven environment (specifically KPIs)</td>
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<td>• Experience of managing relationships with external organisations</td>
<td>• Experience of quality management</td>
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<td>• Experience of using IT, e-mail, internet, word-processing and spreadsheet packages accurately and with good attention to detail</td>
<td>• Experience in supporting the delivery of basic/functional skills</td>
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<td><strong>Competencies and Behaviours:</strong></td>
<td>• Approachable – open minded and value diversity</td>
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<td>• Non-judgemental – focus on the potential not the past</td>
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<td>• Passionate – absolutely committed to supporting young people</td>
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<td><strong>Disposition:</strong></td>
<td>• Satisfactory CRB check [PVG check in Scotland]</td>
<td>• Flexibility to work some evenings and weekends as required</td>
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<td>• Ability to attend meetings/courses across the region/country</td>
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**EMPLOYMENT TERMS:**

**Salary band:** Upper Band 5  
**Salary scale:** £27,000 to £28,500