

YOUR NEW ROLE AT THE TRUST



**START
SOMETHING**

JOB TITLE:	Centre Manager	PAY BAND:
FUNCTION:	Delivery Support	Support Delivering Specialist/Managerial Technical Lead/Function Head Senior Leadership Team
THE TEAM:	The Delivery Support team is responsible for UK wide service delivery partnerships and projects, customer service, management of our centres and data quality. They work closely with programme delivery and development colleagues, to ensure the successful delivery of high-quality services for young people.	












WHERE YOU WILL FIT

CEO	Director of Delivery	Senior Head of National Service Delivery	Head of Delivery Support	Centre Manager	Delivery Support Coordinator
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HOW DOES THIS ROLE IMPACT YOUNG PEOPLE?

You will provide indirect support for Young People by providing Programme Delivery and Development Teams with support for managing young people data along with office, training, and delivery space in the key Trust centres.

WHAT WILL YOU DO?

-  Manage the complexities of data input within set SLA's and monthly data quality tasks to support Programme Delivery
-  Manage centre reception at all locations, supporting coordinators to ensure compliance with processes and procedures.
-  Manage day to day hard and soft FM contractors and suppliers liaising with the Senior Building Manager with retendering as required.
-  Manage on site H&S including, but not limited to fire, water, asbestos, and completion of risk assessments and training.
-  Maintain the security of the centre including, CCTV, door entry systems and alarm systems.
-  Manage all Trust Office space and equipment, including the utilisation of space for internal and external stakeholders managing room bookings and supporting external partnership events and VIP visits as required.
-  Provide individual staff support with DSE assessments, PEEP's, and specialist disability needs.
-  Act as "responsible person" for the purposes of H&S compliance.
-  Manage and address complex and/or sensitive enquiries and issues, including those that are escalated, to ensure timely and effective resolution.
-  Oversee ad-hoc projects as, and when, required.
-  Support the budget process for management of property related expenditure.

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?
Ability to manage the complexities of inputting and tracking data, producing reports, and supporting Operations with data quality.	Accurate and timely young people data is critical for funding contracts, understanding the impact on young people and the future development of Operations.
Proven track record of building management including hard and soft facilities using sound management techniques.	A key part of managing a building is understanding the nature of the services, how they are linked and commercial practice, plus interaction with occupiers.
Ability to review data and information from manuals and reports, and make decisions, or seek advice from a technical expert, to resolve issues.	Modern buildings are complex in nature and require a mix of building related construction knowledge plus a working knowledge of more specialist systems.
Excellent planning and organisational skills and the ability to manage multiple priorities and projects.	No single day is ever the same and there is always a need to react to and manage problems.
NEBOSH or IOSH H&S qualifications or equivalent experience, along with the ability to undertake the role of 'responsible person' with regard to statutory building requirements.	H&S is essential for all and should be a priority at all times.
Experience of managing contractors on site having a good understanding of CDM Regulations and the ability to assess a contractor's competency to undertake works to include assessment of method statements and risk assessments.	Contractors and suppliers are essential for running a building but need to be appropriately managed at all times.
Experience of managing property related budgets.	Financial management is essential both in terms of projection of costs and then regular monitoring and reporting – key for any business.
Experience	Why do we need this?
Experience of line management and performance management processes	Effective performance management is critical to the success of the team and the support provided to users of the Centre
Experience of managing relationships with external organisations.	Landlords, suppliers, tenants, occupiers – all have interests in our buildings and need to be robustly managed at all times.
The ability to prioritise work and deal with multiple issues.	This role is diverse and dynamic, and every day may be different in terms of tasks and direction. Therefore, being able to prioritise and simultaneously manage issues/concerns is a critical success factor for this role.

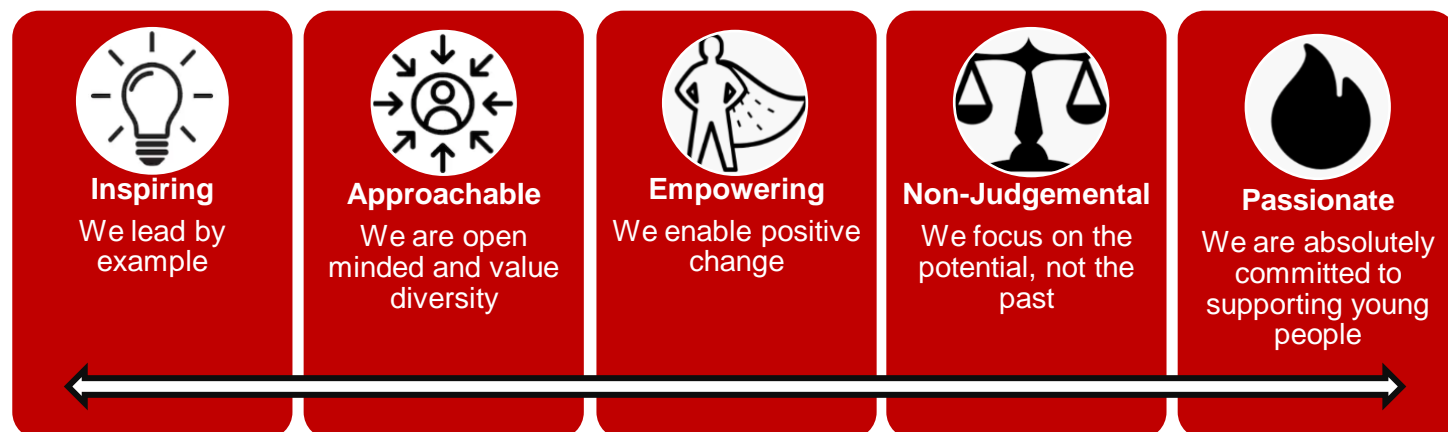
WE WOULD LOVE IT IF YOU COULD DO THIS

Experience	Why do we need this?
Experience of project management in a building/property field to include developing specifications and procurement.	Procurement and project management is a key part of financial control.
Experience of identifying building defects and finding cost effective solutions.	Part H&S and part keeping a building safe and usable.
Skills & Knowledge	Why do we need this?
Experience of undertaking property surveys to prepare PPM schedules and life cycle costing reports.	This is part of the budgeting process.
Excellent IT skills.	Ability to navigate online and use Microsoft Office 365 applications including Excel, Teams and Word.

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 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</p> <p>You keep young people and our end goal in mind</p> <p>You build trust in others through reliability and holding self-accountable for success</p> <p>Resilient in the face of challenges, not taking constructive criticism personally</p> <p>You're authentic and bring unique talents to work, encouraging others to do the same</p> <p>You role model integrity and act according to our Values</p>	<p>You champion change initiatives and help others see the benefits and opportunities</p> <p>You take an entrepreneurial approach to improving how we do things</p> <p>You seek opportunities to enhance own development and build expertise</p> <p>You role model a positive and constructive approach to giving & receiving feedback</p> <p>You support others in adapting to change</p>	<p>You're approachable, clear, and assertive</p> <p>You cascade important and relevant information to others clearly and swiftly</p> <p>You treat people as individuals, tailoring communication and influencing style accordingly</p> <p>You communicate difficult messages and challenge others' thinking effectively</p> <p>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</p> <p>You manage the expectations of others, gaining buy-in where required</p> <p>You share knowledge and information</p> <p>You build and invest in relationships across The Trust</p> <p>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 & targets</p> <p>You take responsibility for making and implementing logical, data-based decisions</p> <p>You're flexible and responsive as priorities and requirements change</p> <p>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.