



## The Youth Endowment Fund

### Senior Delivery Operations Manager

Reports to: Director of Operations & Programmes

Salary: £55,641 – £58,569

Location: Central London/ Remote (expectation of at least 1 day per week in the office)

#### About the Youth Endowment Fund

*We're here to prevent children and young people becoming involved in violence. We do this by finding out what works and building a movement to put this knowledge into practice.*

In recent years violent crime has risen significantly. Homicides, assaults, robberies and offences involving weapons have all seen sustained growth. We have also seen large increases in violent crime involving children and young people. This is a tragedy. Every child captured in these numbers is an important member of our community and society has a duty to protect them.

The Youth Endowment Fund (YEF) is a charity with a £200m endowment and a mission that matters. We exist to prevent children and young people becoming involved in violence. We do this by funding great initiatives, finding what works and working for change – scaling up and spreading the practices that make a difference.

One of the most important things we do is decide which projects we should fund and evaluate. We want to pick the projects that are most likely to make a lasting difference to keeping children safe. We've real experts on our team to help us make those decisions. We've staff who are expert on what's likely to work, others who know how to best evaluate projects, and others who are great at thinking what could be copied and scaled to reach more children. However, unless we're really well organised, this can all take a long time and – with so many people involved – can get complicated. It's critical that we have excellent plans and processes for deciding what sort of projects we'll look for, receiving applications, considering them, setting up evaluations and getting the projects started.

To make this all work, we need someone who's great at organising and making things happen. They don't need to be an expert in our work, they need to be great



at managing projects, improving systems and processes, and making everything work effectively. This is the role we're looking to fill.

### **Key responsibilities**

Most fundamentally, your job is to make sure that we decide what to fund and evaluate, and get the funding and evaluation in place efficiently and effectively. You'll develop, lead and champion the processes and systems that you think we need to get this right. To do this you'll:

- Become an expert in our processes for selecting, managing and evaluating projects and always look for ways we can improve the way we do things. You'll make sure we always follow these processes, so we spend less time thinking about how to do something and more time doing it.
- Manage the systems we use to fund and evaluate projects. Most importantly, we use Salesforce to assess, select, manage and monitor our funding. You'll need to become excellent in using and managing this system. This doesn't mean you must have previously been a Salesforce administrator. This means you know how to get your head around big systems and databases like Salesforce and can make decisions about how such a system should be designed to fit with our processes. It means you'll work closely with our external developers, you'll be trained to set up the system for our different funding rounds, you'll provide training to staff on how to use it and you'll instil the culture we need to make sure it's used effectively.
- Make sure that we've a clear plan in place for every time we provide funding and set up evaluations. You'll brilliantly manage that plan, making sure everyone knows what's expected of them and by when.
- Carefully keep track of the resources we need to deliver on each round of funding. You'll make sure we always have the right amount of time, enough people and the right tools to perform brilliantly.
- Make sure we have clear agreements in place with our grantees, evaluators and researchers. You'll have our lawyers to support you, but you'll become an expert in our agreements and you'll make sure we have them in place in plenty of time for projects to start.
- Make sure we have accurate and up-to-date forecasts at all times for the disbursement of funds to grantees and evaluators and to support decisions on the size of each round of funding.

- Develop excellent reports and dashboards so everyone has the best and most up-to-date information about what's going on with our funding.
- Ensure we effectively manage our risks when it comes to the distribution of funding. This includes making sure people understand and follow the principles and guidance we have in place to ensure that we keep children safe, operate in line with data protection law and best practice, and we maintain excellent monitoring of our project delivery.
- Line manage a member of staff who leads on meeting the administrative needs of two of our teams working on our funding (our programmes team and our evaluation team). You'll support this person, ensuring that they have clarity on what their goals are, develop them and help them to do a job they are proud of.

### About you

#### You're this sort of person:

- **You're brilliant at managing big projects and getting things done:** You can get your head around big projects that involve many different people, develop excellent plans and make sure everyone knows what's going on and what their role is. You've developed excellent tools and processes for managing projects in the past. In previous roles, people have relied on you to make sure things are well organised and delivered on time.
- **You've experience working on complex systems:** You're very familiar with customer relationship systems and have ideally used Salesforce before. If you haven't, you have a proven track record of quickly getting your head around a new system and becoming the 'go-to' on it for an organisation.
- **You make a lot of data and information seem simple:** You understand the importance of good data and reporting and you love getting into the numbers. You're not only able to extract and analyse data but you're able to present this in a way which can be easily understood.
- **You win people over.** People tend to warm to you and respect you. You've built good relationships with people at every level alongside those outside the organisation.
- **You work very well in a team.** You're not motivated by being the individual winner. You want the team as a whole, to succeed. You don't care who gets the credit as long as things get done.
- **You learn fast but remain humble.** You're quick at getting your head around things. It wouldn't faze you to have responsibility for organising things that are new to you as long as you have an expert to ask advice



from. You like learning and developing. You know how much you don't know as well as what you do.

- ***You don't want your days to pass without making a difference.*** You want to play a significant part in a charity that is making a difference. You like the idea of doing a job that makes young people safer.
- ***You are committed to equality, diversity and inclusion.*** You believe and act in a way that celebrates and encourages a range of experiences, views and values.

While it's not a criteria, we're especially interested to hear from applicants who have lived experience of youth violence.

It's also important to us that the people we hire do not discriminate. We believe in being inclusive and giving everyone an equal chance to succeed. Applications are welcome from all regardless of age, sex, gender identity, disability, marriage or civil partnership, pregnancy and maternity, religion or belief, race, sexual orientation, transgender status or social economic background.

### **To apply**

To apply, please send a CV and cover letter, and complete the monitoring form via our [application page](#) by **23:59 Thursday 14<sup>th</sup> October 2021.**

You'll be required to provide proof of your eligibility to work in the UK. As part of our commitment to flexible working we will consider a range of options for the successful applicant. All options can be discussed at the interview stage.

- First round interviews will take place in the week commencing 25/10/2021
- Second round interviews will take place in the week commencing 01/11/2021
- Third round interviews will take place in the week commencing 08/11/2021

Your personal data will be shared for the purposes of the recruitment exercise. This includes our HR team, interviewers (who may include other partners in the project and independent advisors), relevant team managers and our IT service provider if access to the data is necessary for performance of their roles. We do not share your data with other third parties, unless your application for employment is successful and we make you an offer of employment. We will then share your data with former employers to obtain references for you. We do not



transfer your data outside the European Economic Area.