



The Youth Endowment Fund Delivery Operations Manager

Reports to: Senior Grants & Commissioning Manager

Line Manages: No direct reports (subject to change)

Salary: £43,120

Location: Central London or Hybrid

Contract: 1-year fixed term

Application deadline: Sunday 8th March 2026, 12:00 pm

Interview dates: Week commencing 16th March

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 and spreading the practices that make a difference.

One of the most important things we do is make sure our commissioning and procurement processes run smoothly and efficiently. We manage complex grant agreements and partnerships that support projects designed to create real impact. To do this well, we need accurate data, clear processes and strong coordination across teams and partners. The **Delivery Operations Manager** role is critical to making that happen. Reporting to the Senior Grants and Commissioning Manager, you'll be the central point for operational delivery;

drafting and managing grant agreements, maintaining data integrity in Salesforce and ensuring payments and requirements are processed correctly. You'll onboard partners, resolve issues quickly and keep everything organised so our teams can focus on delivering change. By supporting operations and improvements, you'll help us maximise the impact of every pound we invest.

Key responsibilities

Your role would be essential to keeping our commissioning and procurement processes running smoothly and efficiently. By ensuring consistency, accuracy and timely communication, you'll help our teams work brilliantly and enable the organisation to deliver funding that makes a real difference. A detailed list of your key responsibilities on how you'll do this is given below:

- **Manage grant agreements and contract administration in response to the needs of each team:**
 - Draft, prepare and execute initial grant agreements and subsequent variations, using Adobe e-Sign where required.
 - Accurately input and maintain all project data in Salesforce, including requirements, financial commitments, payment schedules and supporting documents.
 - Process adjustments to grant commitments, payment schedules and requirements promptly and accurately.
 - Conduct regular data accuracy spot checks in Salesforce to maintain data integrity.
- **Coordinate grantees and partners**
 - Onboarding new grantees, evaluators and researchers onto our designated community platform when they are approved by each team.
 - Act as a main point of contact for Programmes, Evaluation, Change and Evidence teams to resolve payment approval issues and discrepancies when they come up.
 - Chase external partners for outstanding invoices and ensure timely resolution of payment-related queries.

Provide directorate-specific support

- For the Programmes team: Manage the team inbox, allocate new applications to assessors, set up interviews and provide GEM administrative support when required.
- For the Evaluation team: Maintain an evaluation report tracking system to monitor deadlines and ensure timely submissions.

- Ensure data archiving is completed and shared with ONS/DfE as required.
- **Support process improvements and system integrity**
 - Assist the Senior Grants and Commissioning Manager and Assistant Director of Finance and Operations in implementing improvements to commissioning and procurement processes.
 - Provide backup technical support for Salesforce during periods when the Senior Grants and Commissioning Manager is unavailable or requires assistance.
 - Identify and suggest process enhancements to drive efficiency and consistency across commissioning operations.
- **Enable effective communication and reporting**
 - Serve as the main point of contact for initial commissioning and procurement requests when they arise, ensuring streamlined processes and avoiding duplication.
 - Provide timely responses and clear communication to internal teams to improve stakeholder experience.
 - Keep senior leadership informed with forward plans, dashboards and progress updates to support better strategic decisions.

About you

You're this sort of person:

- **You're great at managing multiple things at once to a high standard:** You can manage multiple tasks and deadlines without losing sight of accuracy. You can effectively balance being reactive to the needs of others while keeping your own projects on track.
- **You're confident with systems and data:** You've worked with CRM or grant management platforms (ideally Salesforce) and understand the importance of data integrity. You're comfortable creating, updating and checking records to ensure everything is correct.
- **You like getting things done:** You've got a track record of making things happen and ensuring tasks are completed on time. You're reliable and take ownership of your responsibilities.
- **You're proactive and solution-focused:** When something doesn't match up, like a payment request or contract detail, you don't just flag it, you work to resolve it quickly and effectively.

- ***You're brilliant at improving and organising things:*** You enjoy finding ways to make processes better and more efficient. You're good at understanding how things work and making them work even better. You take pride in keeping systems and processes running smoothly.
- ***You're a great communicator:*** You build strong relationships with colleagues and external stakeholders providing clear guidance and timely responses. People trust you to keep things moving.
- ***You thrive in a support role:*** You like being the person who makes things happen behind the scenes. You're motivated by helping teams work efficiently and ensuring processes are consistent.
- ***You learn fast and adapt easily:*** You're comfortable picking up new systems, processes and ways of working. You're curious and always looking for ways to improve how things are done.
- ***You care about impact and inclusion:*** You want your work to make a difference in the community and are committed to equality, diversity and inclusion in everything you do.

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

Please send a CV, your answers to the following questions below and complete the monitoring form by clicking on "Apply for this" button by **12pm on Sunday, 8th March 2026.**

When applying for this role, please ensure that your cover letter can answer, within a maximum of 400 words per answer, the following questions below:

1. Please provide an example of when you've supported a team to develop a new process or system. What did you do, what impact did it have, and what did you learn?

2. Please provide an example of when you've had to quickly learn a new operational process or system and put it to immediate use. How did you go about it and what challenges did you face.

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.

Interviews will take place in the week commencing on 16th March 2026

Benefits Include

- £1,000 professional development budget annually
- 28 days holiday plus Bank Holidays
- Four half days for volunteering activities
- Employee Assistance Programme – 24hr phone line for free confidential support
- Volunteering days – 4 half days per year
- Death in service – 4 times annual salary
- Flexible hours. Core office hours 10am – 4pm
- Financial support including travel and hardship loans
- Employer contributed pension of 5%

Personal Data

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.