

## SERVICE AND EXPERIENCE LEAD - APPLICATION GUIDANCE

Thank you for your interest in the **Service & Experience Lead** role at Unique Voice. We are committed to a fair, inclusive and values-led recruitment process and encourage applications from people of all backgrounds and experiences.

To apply, candidates must complete our **online application form in full**. This is an essential part of our safer recruitment process.

Please apply online via: [Unique Voice Application Form](#)

### Closing Date: 28th February 2026

Please note, if we receive sufficient applications prior to the closing date, we may close applications early – so we encourage you to complete your application as soon as possible.

### What You'll Need to Complete

- **Full Education and Employment History**  
You are required to provide a complete education and employment history, including any gaps in employment. This is necessary to meet safer recruitment and safeguarding requirements.
- **CV Upload**  
You may upload a CV as part of the application form. Please note that a CV does not replace the need to complete all required sections of the application form.
- **Role-Specific Questions & Personal Statement**  
The application includes several role-specific questions and a personal statement section.
  - These can be completed directly within the application form, or
  - Submitted as an additional document or creative response (for example: written statement, presentation, audio or video submission).

We welcome creative approaches to your responses, particularly where this helps you to express your experience, values and suitability for the role. If submitting additional materials, please clearly label them and ensure they address the questions asked.

### Guidance for a Strong Application

- Use clear examples from your experience to demonstrate how you meet the role requirements.
- Focus on **impact, learning and values**, not just responsibilities.
- Show how you lead with compassion, embed trauma-informed practice, and work collaboratively.
- We are interested in *how* you work, not just *what* you've done.

## Skills & Competencies Matrix

The matrix below outlines the core skills, knowledge and behaviours we are looking for in the **Service & Experience Lead**. It is designed to help you understand what matters most in this role and to support you in reflecting on your experience when completing your application and recruitment tasks. We recognise that candidates may demonstrate these competencies in different ways and through a range of experiences.

Skill / Competency Area	What We're Looking For
<b>Project &amp; Service Delivery</b>	Ability to plan, mobilise, coordinate and deliver projects and services that create positive, measurable impact for young people and communities, ensuring work is delivered safely, on time and to a high standard.
<b>Operational Leadership</b>	Strong operational oversight, including managing delivery timelines, resources, budgets and risk, while maintaining consistency, quality and efficiency across multiple projects or services.
<b>People Leadership &amp; Management</b>	Compassionate, inclusive leadership with experience supporting, motivating and developing teams, managing performance and wellbeing, and creating psychologically safe working environments through periods of change.
<b>Strategic Thinking &amp; Change</b>	Ability to contribute to organisational strategy, identify opportunities for growth or improvement, and lead service development or change in a thoughtful, collaborative and sustainable way.
<b>Safeguarding &amp; Child Safety</b>	Clear understanding of safeguarding responsibilities within youth-facing services, with the confidence to identify concerns, act appropriately and champion a strong culture of safety and child protection.
<b>Trauma-Informed Practice</b>	Ability to embed trauma-informed, empathetic and reflective practice across service delivery, leadership and stakeholder relationships, recognising the impact of lived experience on behaviour and engagement.
<b>Evaluation &amp; Learning</b>	Experience using monitoring, evaluation and feedback to evidence impact, reflect on practice and drive continuous improvement in services and outcomes.
<b>Stakeholder Engagement</b>	Ability to build, maintain and navigate trusted relationships with partners, commissioners, funders, communities and families, balancing accountability with collaboration and care.
<b>Organisation &amp; Communication</b>	Excellent organisational skills, attention to detail and the ability to communicate clearly and professionally with a wide range of audiences, including staff, partners and external stakeholders.
<b>Values &amp; Social Impact</b>	Strong alignment with Unique Voice values and a genuine commitment to creating positive social change, ensuring that compassion, creativity and collaboration underpin all aspects of your work.

## **Interview and Assessment Process**

Our recruitment process will take place across three stages and has been designed to be inclusive, thoughtful and reflective of the nature of the role.

Each stage gives us the opportunity to understand your skills, experience and values, while also allowing you to learn more about Unique Voice, our work and the people you would be working alongside. We are committed to creating a process that enables candidates to show up as themselves and supports us in finding the right fit for both the individual and the organisation.

To support a fair and inclusive recruitment process, all application forms are reviewed using anonymised information, with personal details removed before being considered by the interview panel. This helps us focus on skills, experience and values when shortlisting candidates for first-stage interviews.

### **Interview Panel Information**

Interviews and assessment stages will be facilitated by members of our Senior Leadership Team and Company Directors. Panel composition may vary across stages, and you may meet with up to three people at any one time. This approach allows us to ensure a fair and balanced process while giving you the opportunity to meet different members of the leadership team and learn more about how we work together.

### **Stage 1: First Interview (Online) - 2nd - 13th March**

The first interview will be conducted online and will last up to 45 minutes. This stage does not require any specific preparation and is intended to be a supportive, exploratory conversation.

It provides an opportunity for us to learn more about you, discuss your application in greater depth and understand your motivation for applying. You'll also have time to ask questions about the role, the organisation and our ways of working.

#### **Focus areas:**

- Experience leading or coordinating projects and services in community, youth or education settings
- People leadership approach and experience supporting teams
- Understanding of quality service delivery and operational oversight
- Alignment with Unique Voice's values – **Compassion, Creativity, Curiosity, Collaboration and Change**

## **Stage 2: Candidate Tasks & Service Visit 16th - 27th March**

Candidates invited to this stage will be asked to complete a role-related task and attend a service visit.

The task is designed to allow you to demonstrate your experience and thinking in practice, including reflecting on work you have previously delivered and how you would approach the role at Unique Voice. Full guidance and expectations will be provided, and we welcome a range of formats and creative approaches.

The service visit offers an opportunity to experience our work first-hand, meet members of the team and see how our values are embedded in practice. This stage is equally about helping you decide whether the role and organisation are the right fit for you.

### **Focus areas:**

- Project and service leadership experience
- Strategic thinking and approach to change
- Safeguarding awareness and trauma-informed practice
- Evaluation, learning and reflective practice
- Alignment with our values and mission

## **Stage 3: Final Interview (In Person) 16th - 27th March**

The final stage will be an in-person interview lasting up to **90 minutes**. This stage offers a deeper, more strategic conversation and builds on learning from the previous stages. There will be dedicated time for candidates to present elements of their Stage 2 task and to reflect on their service visit, sharing observations, learning and how these experiences have informed their thinking about the role.

We will explore your leadership approach in more detail, including how you work with senior leaders, manage complexity and lead services safely and effectively. There will also be time for mutual discussion, reflection and questions.

### **Focus areas:**

- Strategic leadership and contribution at Senior Leadership Team level
- Safeguarding leadership and organisational responsibility
- Managing teams, services and change in dynamic environments
- Working with partners, commissioners and stakeholders
- Long-term vision and approach to the Service & Experience Lead role

## **Appointment & Start Date**

We aim to make a final appointment by the end of March. Successful candidates will be informed as soon as possible following the completion of the final interview stage.

The role is expected to start from April onwards, with some flexibility to accommodate notice periods. While we are keen to have the successful candidate in post as soon as possible, we understand that candidates may have existing commitments and will work with you to agree a suitable start date.

## **Safeguarding and Safer Recruitment**

Unique Voice is committed to safeguarding children and young people. All staff are expected to uphold the highest standards of professional conduct and child protection.

If shortlisted for an interview, you will be required to complete a Pre-Interview Disclosure and declaration with regard to criminal convictions.

The successful candidate will be required to complete our full Safer Recruitment process alongside an Enhanced DBS check prior to appointment.

## **Equality, Diversity & Inclusion**

Unique Voice is committed to building a diverse and inclusive team. We welcome applications from people of all backgrounds, abilities, and lived experiences. We are happy to discuss adjustments or alternative formats to support your application.

## **Our Approach**

We want all candidates to feel comfortable and supported throughout the process. If you require any adjustments or alternative formats to support your application or interview, please let us know – we'll be happy to help.

**We look forward to receiving your application to join our organisation, if you would like to discuss the job opportunity or anything about our application process, please contact our Business Manager on [meg@uniquevoice.org](mailto:meg@uniquevoice.org) or by phone on 0117 428 6240.**