

Manager, Program Delivery

Existing vacancy. No AI used in screening or selection.

Founded in 2011 by His Majesty King Charles III, The King's Trust Canada (TKTC) is a national charity that helps young people build the skills, networks, and experiences they need to live, learn, and earn. Guided by our values of Teamwork, Respect, Understanding, Support, and Transparency (TRUST), TKTC delivers participant-centered programming and meaningful partnerships that support young people aged 15–24 from primarily underserved communities to access, engage in, and succeed in meaningful economic opportunities.

Reporting to the Senior Manager, Program Operations, the Manager, Program Delivery manages the delivery, partner coordination, and account stewardship of education-linked programming, including current Ministry of Education work, across school, school board, district, and related learning contexts. The role is the primary relationship holder for a portfolio of education-sector partners and is responsible for building trust, supporting smooth implementation, and strengthening TKTC's reach within school communities and related learning environments.

Working closely with colleagues across Programming and other departments, the Manager combines relationship management, delivery planning, data-informed insight, and practical problem-solving to support high-quality participant and educator experiences. The role helps sustain partnerships, identify growth opportunities, and keep assigned programming responsive to partner needs, participant experience, and TKTC's strategic priorities.

Please Note: This full-time role has a hiring range of **\$62,500–\$69,000** and includes an employee benefits program and three (3) weeks' vacation, plus winter closure.

This is a hybrid role requiring three (3) days per week at our downtown Toronto office.

Occasional work outside standard hours, including attendance at evening or weekend events, may be required. Occasional travel within the GTA/across Canada may be required.

RESPONSIBILITIES

Education-Sector Partner Engagement & Growth

- Identify, cultivate, and support relationships with schools, school boards, district administrators, ministry-supported partners, and education-sector collaborators.

- Develop tailored outreach and engagement approaches for different school, district, and learning environments, in collaboration with Programming and Partnerships colleagues.
- Represent TKTC in education-sector meetings, events, conferences, and stakeholder discussions to build visibility, trust, and credibility.
- Identify opportunities to expand programming through new cohorts, delivery sites, student groups, or implementation models.

Relationship & Account Management

- Serve as the primary point of contact for a portfolio of school, district, ministry-supported, and education-sector partners.
- Maintain partner account plans that track engagement history, needs, risks, opportunities, delivery requirements, and next steps.
- Steward partner relationships through onboarding, implementation, issue resolution, renewal, and expansion opportunities.
- Build trust with educators, administrators, and partner contacts by understanding their priorities, schedules, constraints, student needs, and local contexts.

Program Delivery & Implementation

- Manage the planning and delivery of assigned education-linked programming, including Ministry of Education-supported initiatives, within school, district, and related partner settings.
- Coordinate workplans, schedules, timelines, resources, materials, staffing supports, communications, logistics, and delivery requirements.
- Work with partner staff to strengthen registration, participation, student engagement, educator engagement, and delivery readiness.
- Coordinate internal and external inputs, approvals, troubleshooting, and implementation steps to support smooth, high-quality delivery.

Monitoring, Evaluation & Learning

- Coordinate day-to-day monitoring and tracking for assigned programs, including attendance, registration, partner engagement, delivery outputs, feedback, and records.
- Work with Impact and Evaluation colleagues to support data collection, survey administration, evaluation activities, and reporting requirements.

- Monitor partner and program performance information to identify trends, risks, barriers, opportunities, and areas for improvement.
- Gather and translate feedback, evaluation findings, and partner insights into practical recommendations that strengthen delivery quality and participant outcomes.

Cross-Functional Planning, Materials & Continuous Improvement

- Collaborate across Programming, Partnerships, Impact and Evaluation, and other departments to align engagement, delivery, reporting, and organizational priorities.
- Contribute to program products, partner materials, educator resources, templates, trackers, and standardized processes that support quality and scale.
- Represent the assigned program portfolio in internal planning, reporting, budget, and operational discussions.
- Manage assigned delivery activities within approved program or partnership budgets, identifying budget risks, resource needs, or implementation constraints.

General Duties

- Collaborate cross-functionally and as part of a team to support shared organizational goals, coordinated initiatives, and strategic priorities.
- Support departmental planning, continuous improvement, and the achievement of departmental and organizational objectives.
- Prepare reports, presentations, briefing materials, and other documentation to support planning, delivery, reporting, and decision-making.
- Provide oversight to current or future direct reports, interns, students, contractors, or volunteers contributing to the department or organization.
- Support organization-wide events and initiatives, including occasional on-site setup, teardown, coordination, and related logistical support.
- Perform other duties or special projects, as assigned, to support departmental or organizational priorities.

QUALIFICATIONS, SKILLS & ATTRIBUTES

Qualifications

- Post-secondary education in education, youth work, community development, social services, nonprofit management, program management, partnership/account management, business administration, or a related field, or an equivalent combination of education and experience.

- Minimum 4–6 years of progressive experience in program delivery, program management, education-sector engagement, partnership/account management, youth programming, or a related role.
- Experience managing a portfolio of external partners or accounts, including relationship-building, stewardship, issue resolution, and implementation support.
- Experience working with K–12, secondary school, school board, district, education-sector, ministry-supported, or other learning environments is considered a strong asset.
- Experience developing, coordinating, or facilitating workshops, events, learning activities, outreach initiatives, or participant-facing programs.
- Experience supporting monitoring, evaluation, feedback, reporting, or data-informed program improvement activities.
- Experience working with young people or students from underserved or equity-deserving communities is considered an asset.
- French language skills are an asset.
- Eligibility to work in Canada.

Skills & Attributes

- Strong relationship-building and account management skills with educators, administrators, partners, participants, and colleagues.
- Strong program delivery, coordination, planning, facilitation, and implementation skills.
- Strategic and consultative approach to understanding partner needs and aligning programming to shared goals.
- Strong understanding of education-sector environments, including school or district structures, youth engagement, and inclusive participant experience.
- Strong organizational, time management, written and verbal communication, and follow-through skills across multiple partner relationships, timelines, and delivery requirements.
- Strong analytical and problem-solving skills, with the ability to identify issues, recommend solutions, and adapt to evolving delivery needs.
- Proficiency in Microsoft Office Suite, virtual meeting platforms, survey tools, CRM/database platforms, collaboration technologies, AI tools, and emerging digital technology.
- Demonstrated ability to work effectively as part of a team and across functions in a collaborative and evolving environment.
- Commitment to equity, diversity, inclusion, accessibility, and participant-centered practice.



Royal Founding President - HM The King
Global Founding Patron - HH the Aga Khan

Président fondateur - SM le Roi
Mécène fondateur mondial - SA l'Aga Khan

WHAT WE OFFER

- Salary commensurate with experience.
- Lieu-time eligibility for occasional evening and weekend work in support of organizational initiatives or events.
- Comprehensive employee benefits package, including Health / Drug / Dental coverage, Employee Assistance Program, Life Insurance, and STD/LTD benefits.
- Three weeks' vacation, plus winter closure.
- Paid Time Off (PTO).
- Group RRSP with matching employer contributions.
- Opportunities for professional development and career growth.

HOW TO APPLY

Submit your cover letter and resume in a single PDF to humanresources@kingstrust.ca.

Subject line: **"Manager, Program Delivery"**. Applications accepted until **Monday, September 14 at 5:00 PM EST**.

TKTC is committed to inclusive and accessible hiring. Accommodations are available upon request. Only those selected for an interview will be contacted.