

Kent County Council

Job Description: *Project Officer (Provider Liaison and Contract Management)*

Directorate:	Growth, Environment and Transport
Unit/Section:	Economy Team
Grade:	KSH
Responsible to:	Programme Manager (Skills & Employment)

Purpose of the Job:

To work closely with the Programme Manager (Skills & Employment) on the management of contracts for providers delivering the Connect to Work programme across Kent & Medway. This role involves liaising with relevant providers to ensure the delivery of programme objectives and KPIs, managing provider relationships, and ensuring compliance with contractual obligations.

The Project Officer will play a crucial role in facilitating effective communication and collaboration between the programme team and commissioned providers.

Main duties and responsibilities:

- Oversee the **management of contracts** of providers delivering the Connect to Work programme. Ensuring that providers comply with contractual obligations and deliverables.
- Act as the **main point of contact for providers**, facilitating effective communication and collaboration. Address any issues or concerns raised by providers promptly and effectively.
- Work closely with the Connect to Work management team to ensure the delivery of programme objectives. **Collect and analyse data to inform decision making** and improve programme delivery.
- Work closely with the Project Officer (Finance, Monitoring and Reporting) to **ensure that providers are delivering outcomes at the rate required** by the Connect to Work programme. Ensure accurate and timely reporting on programme projects and present reports to senior management and other stakeholders as required.
- Ensure **quality** service is delivered through auditing, file checking and observations.

Footnote: This job description is provided to assist the job holder to know what their main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

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Person Specification: *Project Officer (Provider Liaison and Contract Management)*

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	CRITERIA
QUALIFICATIONS	<ul style="list-style-type: none">• Educated to degree level or NVQ 4 or 5, Diploma in Management 5 or equivalent.• Clear commitment to further personal and professional development.
EXPERIENCE	<ul style="list-style-type: none">• Experience of working in funded skills/Employment programmes is an advantage, particularly in a performance management role.• Experience of joint working with a range of partner organisations and agencies in the private and/ or public sector at local, regional and national level.• Experience of managing contracts and provider relationships, particularly for public sector programmes.
SKILLS AND ABILITIES	<ul style="list-style-type: none">• Strong communication skills, both in writing and verbally, to communicate and present to senior staff at all levels, external stakeholders, and commissioned organisations.• Able to plan and deliver projects.• Good organisational skills and report writing.• Able to analyse and research information independently to inform project decision-making and activity.• Ability to monitor the effectiveness of activities, problem solve and make recommendations.• Ability to plan and prioritise workload to meet strict deadlines and to work with minimum direction.• Excellent presentation skills to effectively communicate issues to a wide audience.• Ability to build effective relationships.• Able to be organised, systematic, and analytical.• Commitment to equalities and the promotion of diversity and inclusion in all aspects of work.• Ability to travel to meet the requirements of this service.• Advanced IT skills appropriate to this post's responsibilities (particularly M365 products).

KNOWLEDGE	<ul style="list-style-type: none"> • Comprehensive understanding of contract management principles, including the ability to oversee and ensure compliance with contractual obligations. • Knowledge of provider performance monitoring and evaluation techniques to ensure the delivery of programme objectives. • Sound knowledge and understanding of government initiatives and those of public bodies, particularly as it relates to skills and economic development. • Understanding of stakeholder engagement approaches, including effective communication and collaboration with providers, local businesses, community groups, and government agencies. • High level of political awareness, diplomacy, and sensitivity. • Awareness of Data Protection, Freedom of Information, and transparency and confidentiality issues.
KENT VALUES AND CULTURAL ATTRIBUTES	<p>Kent Values:</p> <ul style="list-style-type: none"> • We are brave. We do the right thing, we accept and offer challenge • We are curious to innovate and improve • We are compassionate, understanding and respectful to all • We are strong together by sharing knowledge • We are all responsible for the difference we make <p>Our values enable us to build a culture that is:</p> <p>Flexible/agile - willing to take (calculated) risks and want people that are flexible and agile</p> <p>Curious - constantly learning and evolving</p> <p>Compassionate and Inclusive - compassionate, understanding and respectful to all</p> <p>Working Together - building and delivering for the best interests of Kent</p> <p>Empowering - Our people take accountability for their decisions and actions</p> <p>Externally Focused - Residents, families and communities at the heart of decision making</p>