

Kent County Council

Job Description: Families First Programme Manager

Directorate:	Children, Young People and Education
Unit/Section:	CY – CDO/ Families First Programme Team
Grade:	KR13
Responsible to:	Families First Programme Manager

Purpose of the Job:

Kent County Council is looking to recruit a Families First Programme Manager for a 12-month contract role (full-time and hybrid working), with a potential extension.

The purpose of the role is to work in the Children, Young People and Education (CYPE) directorate and multi-agency stakeholders (Police, Education, Health, etc) to facilitate change and improvements for children, young people and families by managing the implementation of Children Services system change as described in the Children Wellbeing and Schools Bill; through designing, coordinating, overseeing, and executing of a multiagency delivery plan, to ensure Kent County Council Children Services deliver a family support offer and multi agency child protection teams. The role will ensure that Children Services are set up as a single integrated system that supports the wellbeing of and protects all children from significant harm, inside and outside of the home.

The role will ensure the programme is delivered to meet the national statutory guidance for Families First to a developed model by April 2027. This will require working closely with key partnerships including Health, Police and the voluntary and community sector. The role includes budget oversight of any grant money, oversight of the progress of the delivery plan and monitoring and evaluation.

The role will work closely with senior managers within Children's Services, across Kent Council services and external partners reporting on progress of the delivery plan to governing boards and government departments.

Main duties and responsibilities:

- Accountable for the team management, business planning, workforce planning budget management and future direction of the Families First Programme Team
- Providing day-to-day programme management to manage the design and implementation of the Families First model in Kent;

- Advise on appropriate application of KCC's and local government best practice programme and project delivery tools, lessons learnt and resources, to suit the needs of the Families First programme
- Collaboratively design programme and project strategy, governance, methodology, evaluation and plans in a way that generates buy in and collective ownership to ensure the project has the very best chance of being successful.
- Lead, coach and coordinate multi-disciplinary and sometimes multi-partner workstreams – coordinating tasks, monitoring progress, and ensuring the project team is working effectively.
- Provide expert advice, guidance and training to colleagues working across programme in relation to project and change management.
- Lead the monitoring of the progress of the Families First programme, leading the resolution of programme issues, identifying any scope for improvement to current programme or any problems or constraints as determined by legislation, national and local policy, and initiatives, in order to develop programme proposals and business cases which support agreed and changing objectives.
- Lead and coordinate on stakeholder engagement internal within KCC and externally with our partners, incl. Health services, Police, Members, parents, schools, young people, DfE etc.
- Lead on promoting Families First reforms within KCC and across partner agencies to ensure full user and stakeholder participation in the development of appropriate initiatives. This may include the drafting of project reports, briefing papers and presentations.
- Manage the development of the business case that meaningfully makes the case for change or investment in certain services and initiatives that align the Council's and Directorates strategic objectives.
- Plan, direct, control and monitor financial resources which includes money from Government funding streams, ensuring spend is compliant with set criteria keeping senior management informed at each stage, in order to ensure that the programme delivers an effective response and to sustain a team and working environment capable of meeting the programme objectives.
- Responsible for risk management, mitigations and escalations for the Delivery Team (e.g. appropriate escalation of resource issues and issues which may adversely impact on project delivery, so these can be addressed early)

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.

Kent County Council

Person Specification: Families First Programme Manager

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"> • Degree or relevant experience • Project or programme management qualifications (e.g. APM)
EXPERIENCE	<ul style="list-style-type: none"> • Significant experience of delivering high profile, complex and high-risk programmes or projects at a senior level • Substantial experience of application of programme or portfolio management approaches at a service or directorate level • Experience of resource planning and prioritisation • Experience of managing and developing staff • Experience of successfully engaging and working with stakeholders from a wide range of disciplines in a multi-agency environment, ensuring that advantage is taken of opportunities for joint working • Experience of working within multiagency partnerships and multiagency governance arrangements • Experience of working with and reporting to senior managers • Extensive experience of writing reports which are clear and accessible to a variety of audiences Experience of presenting progress reports in person to senior management and elected members or similar. • Significant and demonstrable experience of building and maintaining positive working relationships both within the organisation and with external bodies • Management of significant and complex budgets including external funding with set criteria • Analysing and interpreting complex, disparate datasets to inform policy
SKILLS AND ABILITIES	<ul style="list-style-type: none"> • Leadership skills with the capacity to develop a shared vision for service change

	<ul style="list-style-type: none"> • Excellent communication skills to communicate with people at all levels • Excellent presentation and facilitation skills • Ability to think creatively and strategically Ability to manage and deliver change appropriately • Ability to build relationships across organisational and professional boundaries and to work collaboratively, • Ability to analyse and interpret complex data • Ability to challenge accepted ways of working • Excellent organisational and co-ordination skills • Ability to meet strict deadlines and targets • Programme and project management and assurance
KNOWLEDGE	<ul style="list-style-type: none"> • Excellent knowledge and understanding of change management • Good working knowledge of legislation relating to the Children, Early Help, Heath • In-depth knowledge of local government and Directorate-specific issues • Clear understanding of strategic management and decision-making within the Directorate and across the County Council Detailed understanding of a range of project and change methodologies. • Knowledge and understanding of budgetary and financial procedures including external funding mechanisms
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 Curious - constantly learning and evolving 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>
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Organisational Responsibilities

All Corporate Directors, Directors and Heads of Service have an explicit responsibility to work as part of a team to deliver, collectively, the agenda of the County Council. These are fundamental elements of their role not an addition and are summarised as follows

Whole Council

- Seek to improve the lives of all residents in Kent and the economy of Kent
- Act as corporate parent to the Council's Looked After Children
- Take an active role in promoting and ensuring the Council's responsibilities for safeguarding are met
- Understand, communicate and contribute to the delivery of KCC's strategic aims
- Meet statutory obligations and promote and ensure compliance with policies and procedures and the Council's Code of Conduct (Kent Code)
- Advise elected Members and support the democratic process
- Promote the Council brand and enhance the overall reputation of the Council
- Understand and monitor the measures of performance, including customer insight, which define successful outcomes for KCC services
- Maintain and ensure a relentless focus on the customer
- Act to support the Council-wide need to deliver services within budget, thereby avoiding an overspend that could damage the financial viability of the Council
- Overcome professional and service silos to achieve the County Council's objectives

Integration of Services

- Focus resources where they have the biggest impact
- Deliver services that are flexible and adaptable
- Integrate services within KCC and work with partner agencies to ensure a seamless customer experience
- Fully and inclusively engage all staff in the delivery of services, demonstrating the Council's leadership values and competencies

Embedding Commissioning and Engaging Relevant Markets

- Establish an outcome focused organisation
- Meet the financial regulations and standing orders of KCC
- Challenge the status quo and engage with the market to constantly improve
- Ensure all services are delivered effectively and efficiently
- Proactively and continuously seek to improve service delivery
- Proactively manage risk to avoid inertia whilst not exposing the Council to needless and avoidable challenge or loss

Managing Change

- Understand and support the Authority's overall change agenda
- Deliver required outcomes of service specific change on time and to budget
- Understand the quality of staff, support their development, nurture those with talent
- Identify the skills for the future and the level of staff through robust workforce planning
- Identify and deal with underperformance
- Deliver to agreed budget and income targets

