

Kent County Council

Job Description: *Digital Programme Lead*

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| Directorate: | Strategic and Corporate Services |
| Unit/Section: | Technology |
| Location: | Sessions |
| Grade: | KR12 |
| Responsible to: | Head of Technology Commissioning & Strategy |

Purpose of the Job:

This post fulfills the role of lead officer for the Community Services Digital Workstream. The role involves programme managing and coordinating the outputs of a range of complex transformation projects utilising recognised project and programme management methodologies to ensure that all projects are delivered to provide the required outcomes of the Strategic Reset Programme.

Main duties and responsibilities:

1. Evaluate and coordinate major customer-facing service transformation projects across the Council and align outputs to provide the desired outcomes of the Community Services programme and Strategic Reset programme.
2. Develop comprehensive communication plans, engage with appropriate groups and technology partners, to ensure that there is a coherent approach to the project and programme processes, resulting in effective delivery of cohesive programme outcomes aligned with the Community Services programme.
3. Advise on service design processes and be responsible for analysing and presenting outcomes.
4. Understand complex, interconnected business processes and be able to communicate the links and benefits of a coordinated approach to transformation.
5. Direct, manage and motivate dispersed teams of internal and external providers for specific projects, to ensure that the projects concerned achieve their objectives in line with agreed specifications and timescales.
6. Identify and liaise with key stakeholders on the development of transformation projects through the relevant stages, ensuring that clarity of roles and responsibilities are determined, and that projects are progressed in line with affordability requirements and overall project timescales.
7. Prepare and present regular management reports at Director and Management Team level to keep them informed of the progress of projects and programmes.

8. Direct project teams to plan, organise, capture and analyse data in order to identify solutions.
9. Plan and run virtual and face-to-face workshops with any stakeholders, including community members and groups.

Footnote: This job description is provided to assist the job holder to know what his/her 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: *Digital Programme Lead*

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 | |
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| QUALIFICATIONS <i>(if essential)</i> | Programme Manager, APM or Prince II Practitioner, or equivalent. Change management. |
| EXPERIENCE | <p>Experience of working in a digital transformation environment in a capacity commensurate with the post.</p> <p>Experience of working successfully in an environment requiring extensive liaison and engagement of others.</p> <p>Experience of working with local authority senior managers, and large stakeholder groups.</p> |
| SKILLS AND ABILITIES | <p>Excellent interpersonal skills, both oral and written</p> <p>Able to work on own initiative, taking responsibility for actions and decisions surrounding area of accountability.</p> <p>Ability to work to tight deadlines and deliver best value results on behalf of client, challenging where appropriate</p> <p>Demonstrate sound decision making delivering positive yet sensitive outcomes, knowing when to escalate.</p> <p>Experience of successful management of significant and demanding programmes or projects including experience of coordinating varied workstreams</p> <p>Able to use a range of Microsoft or similar packages including Teams, Word, Excel and Project to an advanced level.</p> |
| KNOWLEDGE | <p>Good knowledge of a wide range of business and project administrative processes and procedures.</p> <p>Knowledge and understanding of a commissioning environment.</p> <p>Good understanding of customer care</p> |
| BEHAVIOURS AND KENT VALUES | <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

Open

Acting with integrity, honesty and transparency; healthy attitude to risk; welcoming and expecting change and evolving technology; working in new ways; willing to learn; working as a whole-Council and treating people fairly and with respect.

Invite Contribution and Challenge

Working collaboratively and innovatively to find new solutions that put the interests and wellbeing of customers first; open to challenge and actively encouraging and expecting contribution.

Accountable

Self-sufficient, taking personal and professional responsibility for our actions; looking for ways to save money; looking for commercial opportunities, focused on outcomes.

Organisational responsibilities

Job description guidance



All corporate directors, directors and senior managers have an explicit responsibility to deliver the collective agenda of the 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 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

Organisational responsibilities

Job description guidance



- 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.

