

Kent County Council

Job Description: *Policy Coordinator – Kent Family Hub*

Directorate:	Children, Young People and Education
Unit/Section:	Kent Family Hub
Grade:	KSF
Responsible to:	Senior Project Manager – Family Hub

Purpose of the Job:

To lead the review and development of Kent Family Hub policies and procedures, ensuring they are current, compliant, and aligned with best practice. This includes identifying gaps in policies and addressing them in collaboration with key stakeholders. The postholder will create a clear and accessible policy manual, support the delivery of a consistent induction offer, and contribute to quality assurance of partner organizations' policies. They will also ensure policies reflect statutory requirements, including safeguarding, GDPR and equality, and support wider programme priorities such as Statutory Youth Assessments and Workforce Development planning.

Main duties and responsibilities:

- Review and update all Family Hub policies and procedures, ensuring they are current, compliant with legislation (including safeguarding, GDPR, and equality), and aligned with best practice.
- Develop and maintain a clear, accessible manual of Family Hub and KCC policies and procedures to support consistency and clarity across the workforce.
- Operationalise updated policies and link to the induction process, linking with the Workforce Development Plan to ensure effective implementation
- Identify and address policy gaps, creating new policies and procedures in collaboration with relevant teams and ensuring comprehensive coverage of operational areas.
- Develop sustainable processes and tools that enable ongoing updates and continuous improvement, supporting the transition to business as usual.
- Complete due diligence checks on partner organisations from Voluntary, Community and Faith Sector, to enable them to join the Family Hub Network.

- Contribute to wider programme priorities, including support for Statutory Youth Assessments, DPIAs, and alignment with commissioning and operational planning.

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: Policy Coordinator – Kent Family Hub

The following outline 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 NVQ4 level or equivalent • Evidence of continuous relevant professional development.
EXPERIENCE	<ul style="list-style-type: none"> • Experience in policy development and implementation, preferably within the public sector or children's services. • Experience producing written pieces of work in a range of formats and for a variety of audiences. • Experience of successfully engaging and working with stakeholders from a wide range of disciplines in a multi-agency environment, • Experience of working with and reporting to senior managers
SKILLS AND ABILITIES	<ul style="list-style-type: none"> • Strong research skills, including the ability to synthesise complex information from multiple sources into clear, reports or policies, with attention to detail. • Excellent communication skills to communicate with people at all levels • Ability to produce high quality written material consistently through all communication platforms. • Excellent presentation and facilitation skills • Excellent organisational and co-ordination skills • Ability to meet deadlines • Ability to embed strategy, policy and guidance • Ability to work flexibly and adapt to changing priorities. • ICT literate, including Microsoft Office 365 applications
KNOWLEDGE	<ul style="list-style-type: none"> • Excellent knowledge and understanding of relevant legislative and policy frameworks and impact on service • Some understanding and awareness of policies and agendas of partnership agencies. • Staff will be expected to have an awareness of and work within national legislation and Council policies and procedures relating to Health and Safety
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>
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