Kent County Council
Job Description: *Programme and Project Manager*

Directorate: **Deputy Chief Executive's Department**

Unit/Section: **Portfolio Management Office (PMO)**

Grade: **KSJ**

Responsible to: **Portfolio Manager**

Purpose of the Job:

We are looking for a highly organised and proactive **Programme & Project Manager** to join our high-performing, forward-thinking Portfolio Management Office (PMO).

This is a pivotal role responsible for leading the successful delivery of programmes and projects that underpin the Council's strategic priorities – ensuring they are delivered to time, cost, quality and with clear, evidenced benefits.

Working across a complex and fast-paced environment, you will lead multidisciplinary teams, manage dependencies and ensure a strong, evidence-based approach to delivery and decision-making.

Main duties and responsibilities:

- Lead the delivery of complex programmes and projects, ensuring alignment to strategic priorities and outcomes
- Develop and manage robust plans, including timelines, dependencies, risks and resources
- Build and lead multi-disciplinary teams to deliver high-quality outcomes
- Drive delivery using agile and proportionate approaches, adapting to changing priorities and challenges
- Lead the development of business cases and support decision-making through clear, evidence-based recommendations
- Manage governance processes, providing insight, challenge and assurance to senior stakeholders
- Identify, escalate and manage risks and issues, ensuring timely resolution
- Engage and influence stakeholders across the organisation and with partners

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: *Programme and Project 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	• Degree level (Level 6) • Programme/Project management qualifications e.g. Project Manager Degree Apprenticeship or management/system leadership equivalent • Or, equivalent experience
EXPERIENCE	• Proven experience of delivering a variety of complex programmes and/or projects • Clear understanding of Council-wide context and priorities • Substantial experience of working in local government or partnership organisations • Proven experience of working in multi-disciplinary teams or multi-agency partnership arrangements. • Experience of managing and motivating diverse teams • Experience of presenting reports and participating in senior governance arrangements
SKILLS AND ABILITIES	• Excellent programme and project management skills • Excellent leadership, influencing and negotiation skills • Excellent communication skills (verbal and written) to communicate with a variety of stakeholder audiences • Excellent presentation skills to communicate complex issues in a succinct and meaningful way • Excellent planning and organisational skills • Ability to form, lead and manage relationships with a diverse range of stakeholders • Ability to build relationships across organisational and professional boundaries • Ability to work at pace and think creatively • Ability to use professional judgement to apply programme/project management standards and methodologies in a proportionate and appropriate way • Ability to work in an agile way to meet challenging deadlines • Ability to provide objective feedback and challenge • Sound analytical skills
KNOWLEDGE	• Sound knowledge of programme/project lifecycles, standards and methodologies • Sound knowledge of programme/project areas within their responsibility (e.g. service context, legislation, policy) and willingness to research and build understanding (e.g. observing committees, wider reading, shadowing) • Strong awareness of KCC's strategic, political and financial context • Strong awareness of dependency management

	• Strong awareness of stakeholder management • Strong awareness of risk and issue management
KENT VALUES AND CULTURAL ATTRIBUTES	**Kent Values:** • 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 Our values enable us to build a culture that is: **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 **Working Together** - building and delivering for the best interests of Kent **Empowering -** Our people take accountability for their decisions and actions **Externally Focused** - Residents, families and communities at the heart of decision making

Organisational Responsibilities

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
- 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.