

Kent County Council

Job Description: *Business Systems (Social Value) Officer*

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| Directorate | Strategic and Corporate Services |
| Unit/Section | Strategic Commissioning – Commissioning Standards |
| Grade | KR9 |
| Responsible to | Commissioning Standards Manager |

Purpose of the Job:

The Council is currently procuring a new system to aid in further embedding Social Value through its commissioning and procurement activity, with the ultimate aim of supporting the Voluntary and Community Sector to access the resources they need.

As a Business Systems Officer, you will be part of the Commissioning Standards team within the Strategic Commissioning division of KCC. You will be expected to be flexible and adaptable in approach but maintain a specialist focus on this key business system.

The role will involve leading on the successful implementation of the new Digital Social Value Platform, shaping and overseeing the project initiation phase, in partnership with the chosen supplier, and effectively transitioning the system into business as usual. In doing this, you will need to promote the system across KCC and with our VCS partners.

Main duties and responsibilities:

- Lead project work in conjunction with the provider of the platform and implementation team, to ensure effective delivery of specific project initiatives within the appropriate and expected timescales.
- Promote and market the Digital Social Value Platform both internally to KCC and amongst partner organisations, acting as the focal contact point and ‘troubleshooter’ to ensure all parties are kept up-to-date with developments.
- Act as critical support for the business in maintaining an effective working relationship with the provider as a part of it’s contract management and ongoing commitment to proactive continuous improvement.
- Brief and advise staff at all levels, including Senior Managers and Members concerning project progress, assisting with presentation and providing highlight reports and additional information as required.
- Assist in determining the training needs of Officers and formulating approaches to address these needs.
- Support the Commissioning Standards team by ensuring the platform is implemented in with evolving Social Value policy and procedures.
- Provide advice and support to the development of the Council’s voluntary sector strategy in relation to Social Value, including the revised Civil Society Strategy.

- Keep up to date with any developments and practices in relation to the system and Social Value to provide advice, and guide Officers through any changes.
- Keep abreast of the developments in the wider Voluntary Sector work the Council is undertaking, through engagement with both internal and external stakeholders.
- Maintain project control documentation, to ensure requirements are fulfilled, monitoring risks, issues and dependencies, and supporting benefits realisation.
- Store, analyse and present information as appropriate, using a variety of techniques and tools, both computer and manual.

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.

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Person Specification: *Business Systems (Social Value) Officer*

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 | Relevant degree level study or equivalent professional experience Commitment to further professional development. |
| Experience | Experience of building, analysing and reporting on datasets Experience of working with databases and digital processes Experience of managing relationships between departments and with key stakeholders, including external providers Experience of project management and implementing new initiatives |
| Skills and Abilities | Ability to present information and data, both orally and written, to a range of audiences in a clear and concise manner Ability to manage a project and to work through others to plan and implement project work Ability to formulate ideas and solutions to problems Ability to plan and prioritise workload and meet deadlines Critically evaluates data and information with accuracy and perception, and can synthesise and use data from a variety of different sources appropriately Ability to deliver training and coaching Works in partnership with the provider, key stakeholders and system users to produce a high quality system that aids decision making Good negotiating, communication and interpersonal skills to liaise with people both internal and external to the organisation at differing levels of seniority Ability to work in a self-sufficient manner |
| Knowledge | Knowledge of project management/business change methodology and techniques Knowledge of Information Management Systems and implementation Good knowledge and understanding of commissioning and procurement processes and principles ICT and MS Office applications Knowledge of Social Value as a concept, and how it can be secured and delivered in practice. |
| Behaviours and Kent Values | Kent Values: <ul style="list-style-type: none"> • Open • Invite Contribution and Challenge • Accountable |