

<b>Directorate:</b>	<b>Children, Young People and Education</b>
<b>Division:</b>	<b>Children and Young People's Commissioning</b>
<b>Grade:</b>	<b>KSD</b>
<b>Responsible to:</b>	<b>Project Manager</b>

### **Purpose of the Job:**

To provide high level administrative and project support to members of senior management and project teams in delivering key projects and associated workstreams within the Dynamic Support Arrangements (including Dynamic Support Service, Dynamic Support Database, Dynamic Support Forum) and wider Learning Disability and Autism Programme Delivery Unit.

To assist in project planning and monitoring of metrics and milestones for performance evaluation to keep projects on track. Provide information and feedback to managers, identifying and raising any issues and risks in advance.

### **Main duties and responsibilities:**

To carry out all administrative tasks needed to scope, plan and deliver agreed projects or workstreams within the Dynamic Support Service.

To assist in the development and preparation of plans for workstreams. Perform process mapping and produce the related documentation needed.

To create and manage an effective and efficient knowledge management system containing project paperwork, training materials, lessons learnt reporting, and evaluation data to generate intelligence and support continuous improvement.

To create live data reports on project boards to enable detection of slippage to senior members of the service.

To monitor the progress of a range of project workstreams. Identify process issues and propose solutions to address problems where there are specific gaps.

To identify risks to project delivery, determine the options available and make recommendations to senior members of the service that would secure timely action and delivery of the workstream.

### **Communication**

- Provide clear and regular project updates through identifying and organising

the gathering of key information to support the service e.g. produce updates and notices for reporting and service communications.

- Proactively and positively engage with similar project teams in the delivery of key tasks associated with the implementation of service plans.
- Ensure the momentum of the project is sustained through continuous engagement and communication, following up on tasks, and prompt escalation of issues and risks to the appropriate channels.
- Maintain a range of communication methods to ensure staff have access to up-to-date information about the service.
- Accurately provide and receive complex information, either written or verbal; this may involve queries from divisional project teams.
- Work as part of the Dynamic Support Service delivery team, ensuring effective communication between key stakeholders and providing information and advice in a timely manner.

### **Planning and Organisation**

- Coordinate project workstreams and ensure that all stakeholders involved in the project activities understand their roles and carry them out effectively, taking corrective action where appropriate.
- Work with senior management to ensure that all project management processes/tools including business cases, specifications, project plans, benefits analysis, and risk and issue logs are completed, and are current. Contribute to the process or tool development and/or ensure that all stakeholders are consulted.
- Arrange workshops and events, liaising with key internal and external stakeholders. Raise procurement and project orders on the relevant systems as required.
- Provide a comprehensive, accurate secretarial/word processing service, including taking and transcribing complex minutes, distributing agendas, paperwork and approved minutes effectively and in a timely manner.

### **Key Relationships**

- Maintain constructive relationships with a broad range of internal and external stakeholders.

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: *Dynamic Support Service Project Assistant*

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.

<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"><li>• NVQ Level 3 (or equivalent) in Business Administration or Management</li><li>• Demonstrable commitment to personal and professional development</li><li>• Commitment to undertaking an appropriate Level 4 apprenticeship programme</li></ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"><li>• Experience of maintaining spreadsheets and manipulating data</li><li>• Experience of working within a multi-disciplinary and multi-agency environment to develop effective processes</li></ul>
<b>SKILLS AND ABILITIES</b>	<ul style="list-style-type: none"><li>• Excellent IT skills</li><li>• Ability to prioritise work to meet required deadlines</li><li>• Excellent interpersonal and communication skills - must be able to communicate effectively at all levels</li><li>• Ability to work on own initiative and as part of a team to produce required end results</li><li>• Ability to apply knowledge to help resolve complex and sensitive issues and communicate solutions effectively</li><li>• Ability and willingness to travel to fulfil project/ service requirements when necessary</li></ul>
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"><li>• Knowledge and understanding of database packages</li><li>• Knowledge of project management tools</li><li>• Working knowledge of data protection and freedom of information legislation</li><li>• Understanding or use of performance indicators</li><li>• Thorough knowledge and expertise of Microsoft Office packages particularly Word, Excel and PowerPoint</li></ul>
<b>KENT VALUES AND CULTURAL ATTRIBUTES</b>	<p><b>Kent Values</b></p> <ul style="list-style-type: none"><li>• We are brave.</li><li>• We do the right thing; we accept and offer a challenge.</li><li>• We are curious to innovate and improve.</li><li>• We are compassionate, understanding and respectful to all.</li><li>• We are strong together by sharing knowledge.</li><li>• We are all responsible for the difference we make.</li></ul>

	<p><b>Our values enable us to build a culture that is:</b></p> <p><b>Flexible/Agile</b> - willing to take (calculated) risks and want people that are flexible and agile.</p> <p><b>Curious</b> - constantly learning and evolving.</p> <p><b>Compassionate and Inclusive</b> - compassionate, understanding and respectful to all</p> <p><b>Working Together</b> - building and delivering for the best interests of Kent</p> <p><b>Empowering</b> - our people take accountability for their decisions and actions.</p> <p><b>Externally Focused</b> - residents, families and communities at the heart of decision making.</p>
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