

Directorate: Children, Young People and Education

Unit/ Section: Transformation and Innovation Unit (CYPE)

Grade: KR9

Responsible to: Family Hubs Programme Manager

Purpose of the Job:

To form part of the Family Hub Programme team working alongside a Programme Manager and Project Manager, this role will support the maintenance of robust project management processes to ensure Kent delivers its ambitions for the Family Hubs programme. Family Hubs services aim to give children the best start in life and support them through to young adults, as well as providing holistic support to parents and carers.

The post holder will be responsible for supporting, monitoring and reporting against the progress of a range of projects within the Family Hubs Programme. There will be opportunities to lead on specific work packages where appropriate. The role will provide expertise, advice and hands-on support to managers to ensure effective project implementation in line with budgets and timescales. The Project Officer will work in line with the project methodology and approach most suitable to meet the needs of the programme, ensuring a flexible and adaptive way of working.

The role will be agile in adapting to the needs of the programme, and will work closely with the Family Hubs Project Manager and Programme Manager to support the planning process for Year 3 of the programme and monitor and report against progress towards milestones.

The Project Officer will support the Project Manager in maintaining oversight of the co-ordination and monitoring of both the Department of Education delivery plan and the Kent Family Hub project plan. The Project Officer will support governance frameworks by assisting in maintaining project logs, supporting the preparation of reports and facilitating stakeholder forums. They will help to identify risks relating to programme delivery and support the coordination of workstream leads to meet timescales and budgetary constraints. As services will be collaborative and co-designed the scope and workstreams will evolve across the life cycle of the programme.

Main duties and responsibilities:

- Support a range of Family Hub projects and activities to ensure the successful implementation and completion of programme activities within defined processes and to appropriate timescales.
- Monitor and carry out regular reviews of project risks and issues to ensure actions are being monitored and escalation made to any concerns to the Project Manager and Programme Manager where appropriate.

- Plan, organise and coordinate key project meetings in line with agreed governance, preparing agendas, taking notes and recording actions & decisions. Proactively distribute meeting outputs and chase for responses, as required.
- Help to implement and maintain a clear audit trail for all project activity through thorough and up to date project supporting documentation. Monitor project performance, escalating any concerns to the Project Manager and Programme Manager where appropriate.
- Support the Family Hub Programme Manager and Project Manager in the production of highlight reports and other reporting requirements for internal and external governance processes.
- Work in collaboration with the Family Hubs Finance Lead to monitor the project budget, contributing to the forecasting process and escalating any concerns to the Project manager.
- Support the ongoing project evaluation process, maintaining efficient and effective monitoring systems, including the provision of data from a range of sources, as well as qualitative research exercises, to ensure ongoing project improvement.

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: *Family Hub Project 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
Qualifications	<ul style="list-style-type: none">• NVQ4 or equivalent and/or holding or working towards a full professional qualification• Already have or willingness to work towards the APM PFQ or APM PMQ qualifications.
Experience	<ul style="list-style-type: none">• Experience of working in a programme and project management environment, supporting the development and delivery of projects. Ideally projects within the public sector, health and/or social services, in Children and Young people services• Experience of developing business proposals, using a variety of data to consider options and develop recommendations.• Experience of managing multiple and competing priorities and delivering high quality work to deadlines.• Experience of working successfully in an environment requiring extensive stakeholder management and collaboration, working with different partner organisations and agencies.
Skills and Abilities	<ul style="list-style-type: none">• Ability to support projects which are complex in terms of scale, structure and impact, ideally within a multi-agency environment.• Ability to gather information and produce reports with high levels of accuracy and attention to detail.• Ability to manage time effectively and prioritise own workload and work at pace. Good organisation and planning skills.• Ability to be adaptable and flexible to the needs of a fast-paced project environment.• Excellent communication and interpersonal skills. Ability to build effective working relationships and work with tact, diplomacy and professionalism when dealing with colleagues, senior managers, members of the public and Members.• Ability to work with a range of IT systems.
Knowledge	<ul style="list-style-type: none">• Good general knowledge across a broad range of the Council's services.• Detailed understanding of a range of project and change methodologies.• Good working knowledge of Microsoft Office 365.• Understanding of data protection and information governance principles and an awareness of communicating with diverse audiences.

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