

## Kent County Council

### Job Description: *Strategic Reset Programme- Delivery Manager*

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<b>Directorate:</b>	<b>Deputy Chief Executive's Department</b>
<b>Unit/Section:</b>	<b>Strategic Reset Programme Team</b>
<b>Grade:</b>	<b>KR12</b>
<b>Responsible to:</b>	<b>SRP Delivery Team Lead</b>

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

The Strategic Reset Programme (SRP) Delivery Manager role will provide programme/project management expertise to ensure the successful delivery of SRP's most high profile and complex programmes. The post holder will work proactively with SRO's and programme teams, acting as a critical friend and providing hands-on delivery support at different stages of the project lifecycle and across a variety of service areas.

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

- Responsible for supporting delivery and successful programme management of complex/high risk programmes/projects across multiple services using an agile and disciplined approach, including detailed reporting, risk management and advice on programme/project governance.
- Contribute to business case development and robust programme/project planning, to ensure that the projects concerned achieve their objectives in line with agreed specifications and timescales
- Ensure the appropriate and proportionate application of KCC's programme and project delivery tools, approaches and resources, to suit the needs of high priority programmes.
- As a subject expert on programme/project management, act as a critical friend, create lessons learnt, raise concerns and make recommendations to ensure that the project outcomes/objectives are delivered.
- Find viable solutions for project delivery, including alternative and contingency planning options, taking a pragmatic approach within the resources available.
- Build strong collaborative working relationships with other KCC professional functions and stakeholders as part of multi-disciplinary teams and participate in wider communities of practice.
- Matrix management as part of virtual project teams within the programmes/projects they work with.
- Working closely with other members of the SRP Team on benefits definition, tracking and realisation, stakeholder management, dependency management and sharing insights from the programmes/projects they work with.

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.

## **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.

## Kent County Council

### Person Specification: *Strategic Reset Programme- Delivery Manager*

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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
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"><li>• Degree, NVQ5 or relevant experience</li><li>• Project or programme management qualifications (e.g. APM, Managing Successful Programmes, Management of Risk)</li></ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"><li>• Substantial experience of delivering high profile, complex and high risk programmes or projects across multiple service areas, including management of projects, resources and people (as part of multi-disciplinary virtual teams)</li><li>• Risk management and appropriate escalation of risk</li><li>• Business case development</li><li>• Experience of working in fast-paced, multi-disciplinary teams</li><li>• Experience of working at a senior level stakeholders (e.g. Directors, Heads of Service, SRO's)</li><li>• Sound experience of managing and developing staff</li></ul>
<b>SKILLS AND ABILITIES</b>	<ul style="list-style-type: none"><li>• Excellent programme/project management skills for complex change programmes, including detailed programme planning and reporting</li><li>• Excellent interpersonal, negotiation and communication skills</li><li>• Ability to understand and apply different best practice and organisational programme and project management approaches</li><li>• Solution focused approach across a wide range of services and projects</li><li>• An organised, systematic and analytical approach is necessary and the ability to accommodate a wide and complex range of issues</li><li>• Agile and flexible approach, reflective practice and responsive to lessons learnt</li><li>• Strong relationship management skills to quickly build trust and confidence with services</li><li>• Ability to form, lead and network with effective partnerships, in a multi-disciplinary team</li></ul>
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"><li>• Best practice and organisational programme and project management approaches (e.g. APM, Agile, Waterfall)</li><li>• Business case methodologies (e.g. Green Book, Better Business Cases)</li><li>• Sound knowledge of the County Council's policies and practices impacting on projects and programmes</li></ul>

	<ul style="list-style-type: none"> <li>• Kent Manager (expected to have knowledge of line management)</li> </ul>
<b>KENT VALUES AND CULTURAL ATTRIBUTES</b>	<p><b>Kent Values:</b></p> <ul style="list-style-type: none"> <li>• We are <b>brave</b>. We do the right thing, we accept and offer challenge</li> <li>• We are <b>curious</b> to innovate and improve</li> <li>• We are <b>compassionate</b>, understanding and respectful to all</li> <li>• We are <b>strong together</b> by sharing knowledge</li> <li>• We are all <b>responsible</b> for the difference we make</li> </ul> <p>Our values enable us to build a culture that is:</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>