

**Directorate:** Adult Social Care and Health  
**Unit/Section:** Transformation, Delivery & Support Unit (TDSU) /  
Transformation Delivery Team (TDT)  
**Grade:** KSE  
**Responsible to:** Project Manager for the PMO

**Purpose of the Job:**

Provide professional support to the Portfolio Management Office (PMO) and other members of the Transformation Delivery Team, undertaking portfolio and project activities and sharing good practice, to ensure the smooth running of the portfolio.

Contribute to and co-ordinate the collation of management and budget information relating to performance indicators and other procedures to ensure compliance and consistency with Government guidelines, legislative requirements and KCC Policy.

**Main duties and responsibilities:**

1. Provide a comprehensive personal assistance and high-quality support to the Project Managers within the Transformation Delivery Team to contribute towards delivering strategic objectives. Support and / or lead on individual, task and finish work packages within a project, with clear timeframes and outputs agreed at the start.
2. Plan, organise and coordinate internal and external meetings, preparing agendas and recording actions, fulfilling monthly PMO responsibilities and undertaking research where required, ensuring that the whole process runs smoothly and that every administrative project task is covered. Chase individual responses from all project stakeholders relating to specific task, risks and / or issues on behalf of the Project Manager, to ensure that any reports to management teams, Cabinet or Committees are prepared and submitted within agreed timescales.
3. Develop, co-ordinate and improve the effectiveness of the ASCH Portfolio, ensuring procedures are in place and that these are adhered to by each member of the Transformation Delivery Team, to ensure consistency is maintained at all times. Assist in the effective monitoring of the overall portfolio performance, resource capacity, risk management, Business Cases and the Communications Plan.

4. Support and / or lead on the delivery of presentations and help facilitate interactive workshops to a variety of audiences, using a variety of tools and techniques. Provide support, coaching and training to the Transformation Delivery Team.
5. Oversee the administration of the corporate Microsoft systems (including the ASCH SharePoint and MS Teams) relating to all project management activities e.g. tools and templates, project documentations, calendars, MS Project, Excel etc. Make sure relevant information from all projects and change activity has been inputted into the project management system and is kept up-to-date, to ensure consistency and one version of the truth.
6. Research, coordinate, collect and analyse data. Creatively turn raw information into a clear and interactive presentation, ensuring the branding and style of the Transformation Delivery Team is clear throughout.
7. Horizon scan for innovative initiatives, projects and activities across the Directorate at all stages of the project lifecycle, ensuring the Directorate has capacity, capability and culture to continually improve and redesign the way it delivers services at pace.
8. Assist PMO staff in commercial activities including writing bids, to contribute towards future funding opportunities.

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: Project Support

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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.

	<b>CRITERIA</b>
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>• NVQ Level 3 (or equivalent) in Business or Management.</li> <li>• Willingness to work towards the APM PFQ and / or APM PMQ qualification.</li> </ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Experience of working to a senior manager in local Government.</li> <li>• Experience of reporting mechanisms.</li> </ul>
<b>SKILLS AND ABILITIES</b>	<ul style="list-style-type: none"> <li>• Excellent administration skills, including typing, minute taking and a confident telephone manner.</li> <li>• Supervisory skills.</li> <li>• Computer literate, particularly Microsoft Word, Excel, Project, Visio, SharePoint, Teams and PowerPoint.</li> <li>• Excellent interpersonal and organisational skills when dealing with all levels of staff, elected members, MPs, MEPs and external contracts.</li> <li>• Able to balance constantly changing priorities.</li> <li>• Proactive approach and able to work in an agile way.</li> <li>• Able to work on own initiative.</li> <li>• Able to work to deadlines.</li> <li>• Ability to think creatively and innovatively.</li> <li>• Works well under pressure.</li> <li>• Confidential, able to work as part of a team.</li> <li>• Professional approach.</li> <li>• Able to provide effective one to one training to help introduce and support procedures for processing information.</li> <li>• Able to travel across a wide geographical area in a timely and flexible manner at various times of the day.</li> </ul>

<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>• Basic understanding of project lifecycle.</li> <li>• Basic understand of key project documents (RAID Log, Project Plan etc.).</li> <li>• Basic understanding of local government and expectations of service users.</li> <li>• Understanding of inter agency and partnership working.</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>