

# Kent County Council

## Job Description: External Partnership Manager (Kent Connects)

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<b>Directorate:</b>	<b>Deputy Chief Executive's Department</b>
<b>Unit/Section:</b>	<b>Infrastructure</b>
<b>Grade:</b>	<b>KR12</b>
<b>Responsible to:</b>	<b>Head of Business Relationships and Partnerships</b>

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

To maintain and strengthen existing long-term strategic relationships with key public sector stakeholders, and identify opportunities for forming new relationships throughout Kent, particularly within the technology and Digital space.

Ensure the most effective use of the Kent Development Fund by promoting and identifying potential innovations that could benefit partners. Research, identify and lead any bids (where appropriate) for any additional funding opportunities for the partnership.

Lead in delivering broad-ranging innovations and projects from secured funding, ranging from digital solutions to the promotion of digital accessibility, digital inclusions and digital skills development, helping to achieve partner objectives and the Council's strategic aims and intended outcomes for the county. Provide coordination and project management of all partnership projects to ensure strategic alignment and ensure the partnership can be as effective as possible.

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

- 1.** Build successful relationships with all strategic Kent Connects members through a comprehensive engagement and partnership management plan to help develop and maintain successful and trusting relationships
- 2.** Collaborate with partners to create a unified strategy for all potential bidding proposals, including development funding bids.
- 3.** Responsible for managing the Kent Connects overall Budget and in relation to events, projects and other Kent Connects spending.
- 4.** Develop and manage collaborative partnership programmes. Define key principles and objectives to ensure effective delivery of projects, research and development outputs that are on time, on budget and to agreed standards.

**5.** Be responsible for delivery of 'thought leadership' for the partnership to enable teams and partners to keep appraised and abreast of best practice in relevant fields by careful planning of Kent Connects leadership meetings, with guest speakers and arrange additional seminars and events

**6.** Collaborate with partners to support a joined-up consistent approach to transformation within KCC and external organisations. Ensure successful adaptation to changes within KCC and across the public sector environment.

**7.** Oversee and coordinate the activities, programmes, and projects of the Kent Connects partnership from proposal initiation through to benefit realization. Ensure consistency across programmes and manage the impacts or effects between projects within a programme effectively.

**8.** Collaborate with the Chairs of the specialist groups to keep them vibrant and up to date, ensuring they support the Partnership with their expertise. Promote the exchange of ideas and shared experiences within these groups.

**9.** To maintain awareness of ICT developments and innovation from European / central government and other organisations and consider their relevance to KCC and partner organisations. If appropriate, make recommendations for research and development of innovative concepts and projects to partners and interested parties

**10.** Support the Head of Business Relationships and Partners to facilitate close working with the Kent Estate Partnership, KPSN, and other internal and external partners across Kent and communicate and promote the work of the team within KCC

**11.** Responsible for delivering a customer centric approach and displaying customer focused, professional, and empathetic behaviour. Provide excellent service and deliver high quality putting the customer at the heart of every aspect of the work

**12.** Responsible for stimulating an environment for innovation with opportunities to plan new interventions that will drive innovation and proactively embracing new ways of working. Consistently looking at the current way of working to see how this can be improved.

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 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: External Partnership Manager (Kent Connects)

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>Level 5 qualification or equivalent</li> </ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>Experience of developing and maintaining strategic level partnerships with a public sector and infrastructure context</li> <li>Experience of working in an ICT role would be desirable</li> <li>Experience of using Microsoft office 365</li> <li>Experience of a one team approach and working collaboratively with a wider team</li> <li>Demonstrable experience of partnership working within a public sector setting at different levels</li> </ul>
<b>SKILLS AND ABILITIES</b>	<ul style="list-style-type: none"> <li>Excellent written and verbal communication skills and be able to adapt the communication style to suit different audience.</li> <li>Ability to manage and win bids through effective proposal writing</li> <li>Networking and ability to establish senior level contacts</li> <li>Selling and influencing skills</li> <li>Deal making abilities</li> <li>Able to work on own initiative, taking responsibility for actions and decisions surrounding area of accountability</li> </ul>
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>Detailed knowledge of public sector sector IT and Digital Innovation within and across large and complex organisations</li> <li>Broad knowledge of the Kent economy</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>
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