

Kent County Council  
Job Description: *Project Manager*

**Directorate:** Adult Social Care and Health  
**Unit/Section:** Business Delivery Unit / Innovation Delivery Team  
**Grade:** KR12  
**Responsible to:** Senior Project Manager

**Purpose of the Job:**

Lead, manage and deliver a range of complex projects including monitoring and service improvement cycles, utilising recognised project management methodologies to ensure that all projects are delivered effectively and under an effective Communications strategy, to the required standard within the agreed deadlines.

**Main duties and responsibilities:**

- Lead, manage, deliver and evaluate major service development projects in relation to the delivery of services within the Directorate, developing comprehensive project and communication plans, engaging with appropriate groups and partner agencies, to ensure that there is a coherent approach to the project and procurement processes, resulting in effective delivery of high-quality services within agreed budget and deadlines.
- Take a lead role in establishing strategic partnerships to further projects both within KCC and with external partners, influencing the local commissioning of services and representing KCC to government departments in order to identify opportunities for policy and service development and secure external funding, optimising the funding available and improving service provision.
- Oversee, manage and develop effective inter-agency planning processes, including project delivery and resource identification, both internally on behalf of Senior Officers and with multi-agency partners through representation at joint planning groups and forums in order to provide a robust process for major projects.
- Oversee the supporting processes which underpin the development of the project across the Directorate, including the development of systems and procedures, to ensure that the project can be implemented efficiently and effectively within the agreed timeframe, taking into account Directorate Business Plans and objectives, in order to ensure adequate service provision within given resources.
- Develop, monitor and review service specifications for appropriate forms of consultation, in liaison with partners, in order to regularly and meaningfully engage views from service users, members of the public and staff and responding to adverse publicity, using a variety of means, e.g. public and staff meetings, press releases etc., at key stages throughout the project to ensure completion within given deadlines and resources.
- Prepare and present regular management reports at Director and Member level to keep them informed of the progress of projects and seek views in relation to resources, service development and timescales, raising concerns and making recommendations to ensure that the Directorate's services will be fully operational upon completion of the project.

- Interpret and analyse the effects of legislation and policy development in order to advise Senior Officers on how this will affect project development and any action which may need to be undertaken as a result.
- Direct, manage and motivate dispersed teams of internal and external providers for specific projects, to ensure that the projects concerned achieve their objectives in line with agreed specifications and timescales. Oversee the day-to-day line management and supervision of staff, escalating any issues when required. Co-develop personal action plans with staff, to outline areas of improvement and help drive continuous professional development.
- Lead on major projects in an agile manner with a national focus, linking in with other local authorities and Central Government where appropriate, developing contingency plans and representing the Directorate at public events, such as giving public presentations, attending openings and exhibitions, to ensure that the County Council's views are taken into account.
- Horizon scan and contribute ideas to innovation initiatives, projects, and activities across the Directorate at all stages of the project cycle. Implement agile approaches and methodologies, ensuring the Directorate has capacity, capability, and culture to continually improve and redesign the way it delivers services at pace.

Footnote: This job description is provided to assist the job holder to know what his/her 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 Manager*

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>• Educated to degree level or NVQ5 Diploma in Management 5 or equivalent</li> <li>• Willingness to work towards the APM PMQ qualification</li> </ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Substantial experience of working in the local government sector</li> <li>• Substantial experience of managing major projects</li> <li>• Proven record of multi-agency working</li> <li>• Sound experience of managing and monitoring budgets with an awareness of appropriate Financial Regulations</li> <li>• Sound experience of managing and developing staff</li> <li>• Experience of developing communication strategies</li> </ul>
<b>SKILLS AND ABILITIES</b>	<ul style="list-style-type: none"> <li>• Excellent project management skills from conception to delivery</li> <li>• Excellent interpersonal, negotiation and leadership skills</li> <li>• Excellent communication skills, both in writing and verbally, in order to communicate with senior staff at all levels, internally and externally, including Members</li> <li>• Excellent presentation skills in order to effectively communicate complex issues to a wide audience</li> <li>• Excellent project management skills, including financial monitoring, planning and improvement cycles</li> <li>• Ability to positively influence the outcome of decisions</li> <li>• Ability to form, lead and network with effective partnerships, in particular with external agencies within a mixed economy</li> <li>• Ability to work on own initiative</li> <li>• Ability to work in an agile way, balance a range of disparate tasks and meet tight deadlines</li> <li>• Sound analytical skills</li> <li>• Ability to manage, motivate and co-ordinate the work of a project team and staff at all levels, including building effective relationships</li> <li>• Ability to be innovative and to lead cultural change</li> <li>• An organised, systematic and analytical approach is necessary and the ability to accommodate a wide and complex range of issues</li> </ul>

<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>• Sound and comprehensive knowledge of the relevant legislative frameworks</li> <li>• Sound knowledge of the County Council's policies and practices impacting on projects, particularly within the planning, commissioning, purchasing or contracting field</li> <li>• Sound knowledge of recent government initiatives and those of other public bodies</li> <li>• Sound knowledge of methods and techniques to support involvement of partnership agencies</li> <li>• High level of political awareness, diplomacy and sensitivity</li> </ul>
<b>BEHAVIOURS AND KENT VALUES</b>	<p><b>Kent Values:</b></p> <ul style="list-style-type: none"> <li>• <b>We are brave. We do the right thing, we accept and offer challenge</b></li> <li>• <b>We are curious to innovate and improve</b></li> <li>• <b>We are compassionate, understanding and respectful to all</b></li> <li>• <b>We are strong together by sharing knowledge</b></li> <li>• <b>We are all responsible for the difference we make</b></li> </ul>

## 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