

Kent County Council

Job Description: Digital Programme Manager

Directorate	Deputy Chief Executives
Unit/Section	Technology/Digital
Grade	KR12
Responsible to	Chief Digital Officer

Job Purpose

The Digital Programme Manager is responsible for the effective programme management activity required to co-ordinate the range of complex Digital Transformation programmes across KCC (Kent County Council).

These activities include, but are not limited to, reporting, risk management, benefits realisation planning. To provide holistic oversight of project delivery against the Digital Strategy, ensuring that delivery reflects corporate and where appropriate, directorate priorities. The Programme Manager will be required to direct resources to support the activity of the Digital Services Transformation Manager in coordinating and delivering of transformation programmes within the scope of the Digital transformation programme.

The Programme Manager actively establishes, develops, and maintains new working relationships with individual programmes and supports the development of cross-functional teams to deliver transformational outcomes, to support the Council's strategic outcomes and priorities.

Accountabilities:

1. Manage and direct a multi-functional team from across the Council to facilitate the successful delivery of the Council's Strategic Reset Digital Transformation programme. This includes the management of the reporting process to SRP Board and Digital Steering Group. The post holder will also manage programme risks, dependencies, and escalations, and support the Chief Digital Officer to develop recommendations for the steering group and SRP Programme Board on appropriate mitigations and actions.
2. Relationship and stakeholder management to ensure successful programme outcomes through better understanding of service and customer needs and excellent communication. The post holder will build strong and trusted relationships as the lead point of contact with Senior Responsible Owners, Programme Leads, wider SRP community and key stakeholders within the service directorates including developing and maintaining a communication plan to inform and promote progress, outcomes and share learning across all digital programmes and projec
3. Manage the delivery planning within individual transformation programmes, ensuring that the Digital plan is reflective of the current state and activity is in line with the Digital Transformation programme outcomes and future aspirations
4. Provide professional strategic advice and support into programme teams, ensuring that changing demands are fulfilled through a coordinated and consistent approach.
5. Promote strategic alignment for all digital projects (ensuring digital change is driven by Corporate Strategy rather than divisional aspirations), including upholding Digital Design principles and technology governance and prioritization models and apply organisational principles (e.g.

Digital design principles, experience led design principles) and use evaluative judgment to provide professional advice, guidance and support.

6. Work collaboratively with our digital partner ensuring effective knowledge transfer.

7. Support the development of the Benefits Realisation Plan and delivery of key measures to ensure that the original benefits identified are achieved, and cashable/non-cashable savings and benefits are realised.

8. Identification of capability gaps across the transformation programme and where appropriate liaise with the Technology PMO to provide additional capacity into programmes to support effective and consistent programme delivery reflective of the organisational priorities and support the development of cross-functional, cross directorate “teams” to deliver digital transformation outcomes.

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.

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: Digital Programme 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
Qualifications	<ul style="list-style-type: none"> • Education to level 4 qualification (degree level) or equivalent • Relevant professional qualification
Experience	<ul style="list-style-type: none"> • Involvement in significant change and transformation activity, with complex dependencies • Experience of programme and project management and of working successfully in an environment requiring extensive stakeholder management and collaboration • Experience of managing and directing a multi functional team • experience of managing complex processes against performance indicators
Skills and Abilities	<ul style="list-style-type: none"> • Strategic insight and ability to spot connections between different activities, with strong critical thinking and problem solving skills • Strong organisational and planning skills • Stakeholder and relationship management and the ability to build and maintain networks and connecting stakeholders across boundaries. • Excellent, clear and effective presentation and communication skills • Leadership management and interpersonal skills,. • Innovate and able to influence and inspire cultural change
Knowledge	<ul style="list-style-type: none"> • Strong knowledge and awareness of council change activity • Understanding of internal officer governance structures and the political environment in which the team operates. • Maintain and build knowledge of 'the art of the possible' in an everchanging technology market through regular market engagement and networking. • Knowledge of national policies ,legal frameworks, procedures and standards and practices within digital technology
Kent Values and Cultural Attributes	<p>Kent Values:</p> <ul style="list-style-type: none"> • 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

	<p>Our values enable us to build a culture that is:</p> <p>Flexible/agile - willing to take (calculated) risks and want people that are flexible and agile</p> <p>Curious - constantly learning and evolving</p> <p>Compassionate and Inclusive - compassionate, understanding and respectful to all</p> <p>Working Together - building and delivering for the best interests of Kent</p> <p>Empowering - Our people take accountability for their decisions and actions</p> <p>Externally Focused - Residents, families and communities at the heart of decision making</p>
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