

Kent County Council

Job Description: *Delivery Coordinator*

Directorate:	Chief Executives Department
Unit/Section:	Financial Hardship Programme, SPRCA
Grade:	KR5
Responsible to:	Engagement and Relationships Manager

Purpose of the Job:

A Delivery Coordinator is a crucial role in supporting the Financial Hardship Programme to deliver a wide variety of projects, with a particular focus on the delivery of engagement activities. They will be able to attend events and communicate in a range of ways to a range of different audiences.

Main duties and responsibilities:

- Provide effective administrative and business support to the programme and projects as required, with a particular focus on supporting the delivery of engagement projects
- Regularly deliver for engagement focused projects and activities in the community
- Develop engagement materials for project delivery, and contribute to planning and coordinating engagement work
- Be a point of contact to ensure that all internal staff, partners and members of the public who contact the team are dealt with efficiently and consistently. This will include dealing with queries, assessing the nature of telephone calls, referring them to the appropriate person, and receiving visitors in a courteous, prompt and efficient manner.
- Attend events to represent the Financial Hardship Programme
- Record and monitor project related activities ensuring accurate record keeping that contributes to the reporting and evaluation of projects
- Support the team in developing and maintaining marketing and communications, as well as platforms and systems
- Support with the development of projects and continuous improvement activity within the Programme. To inform and feedback to management and other professionals to improve the service delivered to people

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: *Delivery Coordinator*

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"> Educated to Level 2 or equivalent and Diploma or equivalent
EXPERIENCE	<ul style="list-style-type: none"> Experience in a customer-facing environment Experience presenting to a range of audiences
SKILLS AND ABILITIES	<ul style="list-style-type: none"> Excellent communication skills, both verbally and written Excellent presentation skills Excellent stakeholder management skills Excellent administration and organisation skills Excellent use of IT skills
KNOWLEDGE	<p>Knowledge of basic project management</p> <p>Knowledge/awareness of the challenges facing people in financial hardship</p> <p>Knowledge/awareness of the challenges facing people who are digitally excluded</p>
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> <p>(If this document is being used for recruitment purposes, examples of Behaviours which support the Kent Values will need to be demonstrated within the context of this post)</p>