

# KENT GRADUATE PROGRAMME

## YOUR APPLICATION PACK

TO AN  
EXCITING  
FUTURE

### RECRUITING LOCAL GOVERNMENT PROFESSIONALS OF THE FUTURE

Apply online:  
[kent.gov.uk/jobs/starting-your-career/  
kent-graduate-programme](https://kent.gov.uk/jobs/starting-your-career/kent-graduate-programme)

Closing date: **31st January 2023**

**Your Graduate Innovation  
Analyst - Technology Innovation  
Stream application pack  
includes:**

Introduction to  
Kent County Council

Job description

Recruitment selection criteria

Vacancy timetable

Working for Kent County Council



# Content details

Letter to Applicant	3-4
Introduction to Kent County Council	5
Political Arrangements	6
Structure of KCC	7-8
Job Description and Person Specification	9-13
The Technology & Innovation Graduate Programme – An overview	14-15
Working for Kent County Council	16-17
Vacancy Timetable	18

January 2023



## APPLICANT INFORMATION PACK

Dear Candidate

## Application for the post of Graduate Innovation Analyst

Thank you for your interest in this challenging but rewarding role. The successful candidate will be offered a position, ensuring the right skills, experience and knowledge mix exist in the team.

**IMPORTANT NOTE** to candidates **BEFORE** making an application:

- ✦ You must provide all relevant information in the online application itself; a CV is not required for this position and will not be reviewed as part of the selection process.
- ✦ You must list a full employment history and explain all gaps in employment.
- ✦ Please list your qualifications, listing the highest first: provide the level of qualification; name of subject; the grade and year of achievement. For example, BSc (Hons) Forensic Science (2:1); HND Bio-medical Science (distinction) (2017); GCSE (O-level) English Literature (C) (2017)
- ✦ When making your application, refer to the **person specification** contained in this application pack and use the 'reason for application' to demonstrate how your past experience, knowledge or skills and achievements will transfer to the position you are applying for (please provide examples). You may also want to use this section to describe why the role appeals to you and how this role fits with your long-term career aspirations. Your application form (and CV if you uploaded one) will be used by the Graduate Team to decide whether to shortlist you for the next stage of the selection process.

## First Sift Recruitment Exercise/Shortlisting

Following the closing date, applicants will be invited to participate in a first sift activity. Please make a note of the dates of the first sift recruitment activity in your diary.

Application forms and the first sift exercise will be reviewed by the graduate team and a scoring matrix will be used to identify those candidates that demonstrate through the online application form and first sift exercise how they meet the selection criteria for the role.

## The Interview

Candidates that are successful following the first sift recruitment exercise will be informed as soon as possible and invited for interview by telephone and in writing. Please make a diary note of the interview date(s).

The successful candidates will be advised in writing as soon as possible after the last interview. You may ask for feedback **after** the decision has been made.

# Introduction to Kent County Council

Visit our website at [www.kent.gov.uk](http://www.kent.gov.uk)

We are the UK's largest local authority, with a workforce in excess of 30,000 people, including maintained schools, serving a population of 1.6 million. We have various offices in central locations and a large number of service establishments throughout Kent; our corporate office is based in Maidstone.

More than two thirds of our workforce provide services directly to the public – such as domiciliary Care Workers, Classroom Assistants, Social Workers, Teachers, and Occupational Therapists etc.

Our annual budget covers a huge range of services. This translates into a host of interesting roles and career paths awaiting those who want to work in a leading- edge public sector organisation.

## Aims and Objectives

Our focus is to work as one council to design and deliver a cohesive, modern public service offer for all Kent's residents, businesses and communities. This will bring together change projects consistently across the council and create organisational design opportunities to transform the way we work, including our people, assets, technology, structures and service delivery.

Success in delivering this aspiration will be determined using the following criteria:

- Working beyond the limit of organisational and service boundaries
- Thinking beyond the limit of our statutory powers
- Building capacity to provide sector and system leadership
- Delivering at both strategic and local scale
- Supporting economic security
- Delivering a cohesive service offer
- Flexibly uses its assets as part of public service design and delivery

[Framing Kent's Future](#) is our top-level council strategy for 2022 to 2026. It sets out the priorities that we will focus on over the next four years to tackle the challenges and make the most of the opportunities that the county is facing. Through delivering these priorities, our aim is to improve life in Kent and build a solid foundation for the county's future success.

## Political Arrangements

The County Council has 81 councillors and elections take place every four years.

The political composition of the County Council is as follows:

Conservative	62 members
Labour (including Labour and Cooperative party)	7 members
Liberal Democrat	6 members
Green Party	4 Members

Independent Groups

2 members

The Leader of Kent County Council is Roger Gough.

There is a Cabinet of Executive Members which meets regularly to debate policy issues and make key decisions. The cabinet comprises of:

Roger Gough	Leader of Kent County Council
Peter Oakford	Deputy Leader and Cabinet Member for Finance, Corporate and Traded Services
Clair Bell	Cabinet Member for Adult Social Care and Public Health
Susan Carey	Cabinet Member for Environment
Sue Chandler	Cabinet Member for Integrated Children's Services
Mike Hill OBE	Cabinet Member for Community and Regulatory Services
Rory Love	Cabinet Member for Education and Skills
David Brazier	Cabinet Member for Highways and Transport
Shellina Prendergast	Cabinet Member for Communications, Engagement, People and Partnerships
Derek Murphy	Cabinet Member for Economic Development

## Structure of KCC

The structure of the organisation is as shown [here](#)

The Senior Officer team consists of six Corporate Directors. For more information on the Corporate Management Team please follow this [link](#)

The directorates are as follows:

## **Growth, Environment and Transport**

The Directorate comprises a range of key frontline, strategic, policy and commercial functions, and plays a major role in making Kent a better place to live, work and visit. The services provided, and the future the directorate helps to shape, affects every household in Kent. This includes strategic responsibility for the future of the county in terms of planning, economic development, transport policy, and major transport improvement schemes, waste disposal and recycling services. In addition, GET manages country parks; libraries; and delivers enforcement services including trading standards, community safety and emergency planning.

### Responsible for services that include:

Highways, Transportation & Waste, Regulatory Services, Economic Development, Community Safety & Emergency Planning, Libraries, Registration & Archives, Sport & Country Parks, Arts including Kent Film Office, Development Planning, Planning Applications, North Downs Areas of Outstanding Natural Beauty, Flood Risk & Environment, Sustainability & Climate Change and Heritage Conservation

## **Adult Social Care and Health**

The Directorate commissions and provides a range of services to improve outcomes for older and vulnerable adults, including those with mental health issues or disabilities, and their families. The Directorate supports vulnerable adults to live independently by promoting their wellbeing and supporting their independence. Services for adult mental health and learning disability already work in integrated teams with NHS colleagues and as a key partner in the Kent and Medway STP we are developing multi-disciplinary teams within communities to support local care.

### Responsible for services that include:

Adults Central Referral Unit, Adult Community Teams, Safeguarding and quality, Kent Enablement at Home, Sensory and Autistic Spectrum Conditions Service, Integrated/Registered Care Centres, Day Centres, Community Learning Disability Teams, In-House Provision and Mental Health Services.

## **Children, Young People and Education**

This Directorate combines and integrates the statutory responsibilities of Specialist Children's Services together with Education services and the targeted and universal services for children and young people within Early Help and Preventative Services. There is a strong focus on alignment of resources to help ensure achievement of one of the key County Council strategic outcomes: 'Every child and young person in Kent gets the best start in life'. To improve outcomes for children and young people, services within the Directorate are working together with relevant partners to deliver the vision set out in the Children and Young People's Services Integration Programme.

Responsible for services that include:

Children's Social Care, Adoption & Fostering, Standards & School Improvement, Skills & Employability, Early Years and Childcare, Provision Planning, Fair Access, Educational Psychology, SEN Assessment & Placement, Youth Justice, Outdoor Education Centres, Children's Centres and Youth Hubs, Inclusion & Attendance, Early Intervention and Community Learning & Skills and Disabled Children and Young People Teams.

**Chief Executive's Department and Deputy Chief Executive's Department**

**Chief Executive's Department (David Cockburn, Chief Executive Officer for KCC)**

Responsible for services that include:

- ✦ Strategy, Policy, Relationships and Corporate Assurance
- ✦ Finance
- ✦ Governance and Law
- ✦ Strategic Commissioning

**Deputy Chief Executive's Department (Amanda Beer, Deputy Chief Executive) Responsible**  
for services that include:

- ✦ Infrastructure
- ✦ Technology
- ✦ HR/OD
- ✦ Marketing and Resident Experience
- ✦ Health and Safety
- ✦ Business and Client Relationships
- ✦ Strategic Reset Programme



# Job Description

<b>Job Title:</b>	Graduate Innovation Analyst
<b>Directorate:</b>	Strategic and Corporate Services
<b>Division:</b>	Technology Division
<b>Grade:</b>	KR8
<b>Responsible to:</b>	Technology Innovation Manager

## **Purpose of the Job:**

The Graduate Innovation Analyst supports the Innovation Team to identify, analyse and streamline new and existing business processes through structured processes and frameworks.

The Graduate Innovation Analyst reports to the Technology Innovation Manager and is responsible for supporting the team on the Council's digital-first vision, embracing Microsoft's Power Platform and M365 suite to deliver efficiency and better user experience for our staff and residents. The Graduate Innovation Analyst will be a part of a multi-disciplinary team delivering technological solutions from analysis and design to development and testing.

The Graduate Innovation Analyst will work closely with operational staff, management and Infrastructure Business Partners in different areas of the organisation to capture requirements for a digital solution, identify and map current processes and streamline for tailored digital design to meet business needs.

A Graduate Innovation Analyst attends certified training and develops skills on the job. At this level, you will:

- ✦ spend a significant proportion of your time shadowing others
- ✦ build on your own knowledge

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

1. To support the team to identify, analyse, challenge and validate business and user requirements. Manage requirements throughout the whole delivery life cycle and ensure that requirements can be traced in the design, build, test, tender and evaluation phases, so that the solution aligns with business goals. Coordinate and review the prioritisation of requirements, ensuring the solution works for key stakeholders and is within operational, budgetary, technical and regulatory considerations.
2. Support various technical projects (including complex projects) by conducting workshops, process mapping exercises, data analysis and producing guidance and specification documents to help the team ensure the digital solution is optimal and fit for purpose.
3. Assist in processes which capture and translate business and customer needs through a range of analysis techniques into functional and technical requirements to create innovative solutions. Provide professional advice to the Innovation team to initiate and support delivery of digital solutions, including apps and automation.
4. Support the team in eliciting user stories and establishing user personas to aid the team in designing new processes that meet these requirements. Be able to convey these real-world journeys at varying levels of detail or complexity to aid communication and understanding of different scenarios
5. Work collaboratively with other members of the Innovation team to ensure seamless transition of projects through concept, definition, deployment.
6. Assists the Power Platform Developer and Technology Innovation Manager, also collaborates with Infrastructure Business Partners and Technology Commissioners in the process of commissioning solutions with the Service Provider, providing process and business analysis support throughout development process.
7. Use user research gathered by the team to inform decision making and apply design principles to ensure the user interface is intuitive. Support the analysis, validation and prioritisation of user needs and understand how needs tie to system, product or service requirements. Actively balance user needs against business priorities.
8. To commit to and seek out further relevant personal and professional development opportunities in order to succeed throughout the programme
9. To be an active member of the Kent Graduate Programme peer group

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.

# Person Specification: Graduate Innovation Analyst

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.

**As part of this Graduate Programme there is a requirement to undertake an Improvement Practitioner Level 4 Apprenticeship therefore we are unable to accept applications from those with an equivalent/higher level qualification in this area.**

	Criteria
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"><li>✦ 2:1 degree or equivalent qualification in any discipline</li><li>✦ GCSE Grade A-C or above in English Language or equivalent (Level 2 qualification).</li><li>✦ GCSE Grade A-C or above in Mathematics or equivalent (Level 2 qualification)</li></ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"><li>✦ Has experience mapping processes</li><li>✦ Has experience engaging with stakeholders in projects of various sizes</li><li>✦ Has experience in working to a structured methodology</li><li>✦ Has knowledge about user experience analysis and its principles</li><li>✦ Experience of a one team approach and working collaboratively with a wider team</li></ul>
<b>SKILLS / ABILITIES</b>	<ul style="list-style-type: none"><li>✦ Can visualise processes, organisational structures, systems, data and roles and responsibilities, communicating clearly how they interact with one another</li><li>✦ Can undertake research and analysis to understand how a business or business area works, considering the people, organisation, processes, information, data and technology</li><li>✦ Able to organise their own work</li><li>✦ Ability to assess and/or quantify and qualify information</li></ul>

	<ul style="list-style-type: none"> <li>✦ Ability to communicate technical and non-technical processes effectively</li> <li>✦ Excellent written and verbal communicator</li> <li>✦ Able to map processes and identify areas for improvement and efficiency</li> <li>✦ Excellent written and verbal communication skills and be able to adapt the communication style to suit different audience.</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>✦ Knowledge of the Microsoft 365 product suite particularly Microsoft Power Platform</li> <li>✦ Understands APM project methodology</li> <li>✦ Understands the principles and concepts of process analysis</li> <li>✦ Willing to continually stay informed with the latest innovations in the public sector</li> <li>✦ Understand the importance of user experience and accessibility requirements</li> </ul>
<b>KENT VALUES</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</p>

decisions and actions

**Externally Focused** - Residents, families and communities at the heart of decision making.

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)

# The Technology Innovation Graduate Programme

## – An Overview

### What's Involved

The Technology Innovation Stream offers an exciting way to start your career in technology in the Public Sector. It is ideal for an intuitive and driven graduate who is keen to solve problems using technology. Supporting the creation of digital solutions to meet needs and drive efficiencies in different areas of the organisation.

The Technology Innovation Team is responsible for delivering digital solutions, primarily through Microsoft applications and the enabling the successful adoption of this technology across the organisation. You will work as part of a team that carries out a wide range of exciting and unique projects that are crucial to the daily operations of the council.

You will be a keen innovator with a real interest in technology and software. You will have the opportunity to complete extensive training to upskill yourself as a technology professional, as well as having exposure to many of the different business areas in the council. You will be an instrumental part of a team that is supporting some of the most important strategic aims of the organisation.

You will provide support to a range of projects in different areas including:

- ✦ Growth, Environment and Transport
- ✦ Children, Young People and Education
- ✦ Corporate Services
- ✦ Adult Social Care and Health
- ✦ Technology

This stream is ideal for a graduate with an interest in technology and digital transformation, but all graduates will be equipped with the knowledge and skills to carry out their work being supported by specialists with a wealth of experience.

### Length of stream

2 years

### Salary

You will receive a starting salary of £26,598 which will increase as you progress

## **Location**

Our main offices are in Maidstone, but travel may be required to other offices and locations around Kent.

We are currently operating hybrid working giving the flexibility for individuals to work from home or in one of our reconfigured office buildings. We will support you to work in a hybrid way, with the necessary induction, management, and equipment.

You will be expected to work in our Maidstone office at least one day a month (an agreed day with the rest of the team) in order to build strong relationships within the Technology Innovation Team and take advantage of collaborative learning and working.

## **Training and Development**

The job provides you with invaluable on-the-job experience of working within the public sector and offers extensive training and development opportunities you won't find elsewhere. Whilst on the programme, you will be provided with the right support to help you achieve the following apprenticeships:

- ✦ Software Developer (Level 4) for the Graduate Power Platform Developer role
- ✦ Improvement Practitioner (Level 4) for the Graduate Innovation Analyst role.

We will commit to supporting your continuing professional development and will support you in attending certified training, enabling you to spend a significant proportion of your time shadowing others and developing skills and knowledge on the job.


## **Entry Requirements**

- ✦ 2:1 (Achieved or predicted) or equivalent qualification in any discipline
- ✦ a GCSE Grade A-C or equivalent in English language (New grades 4-9)
- ✦ a GCSE Grade A-C or equivalent in Mathematics (New grades 4-9)

# **Working for Kent County Council**

## **Salary and Notice**

This post is offered as a permanent contract.



The appointment will be subject to 1 months' notice.

KCC pays salaries to bank accounts on the 25th of the month unless this falls on a weekend or public holiday.

### **Terms and Conditions**

The appointment is subject to the terms and conditions contained within the Kent Scheme of Conditions of Service.

27 days annual leave is provided excluding Bank Holidays. You will also receive paid time off for public holidays plus a concessionary day at Christmas.

### **Pensions**

The post holder will have the choice of contributing to the Local Government Pension Scheme (LGPS). Further details will be available for the successful applicant.

### **Whole Time Employment**

The person appointed will be required to devote their whole-time service to the work of Kent County Council and should not engage in any other business without the express consent of the County Council.

### **Health and Safety Policy**

The County Council recognises and accepts its responsibility as an employer, and will take positive action to ensure the health, safety and welfare of all employees and other persons who may be affected by its operations, by providing safe working conditions and a healthy and safe working environment.

### **Sickness Provision**

Our sickness benefit scheme exceeds statutory requirements. Actual paid absence depends on how long you have worked for KCC and the circumstances of your absence. For example, after 6 years' service your benefit would be 6 months full pay and 6 months half pay.



## Training and Development

KCC is committed to supporting staff to reach their full potential through annual appraisal and personal development plans, enhanced by a range of career development opportunities.

Managers from KR9 to KR20 will be required to undertake our Kent Manager standard programme within the first year of employment.

## Green Travel

Our Green Travel Plan is exploring alternative modes of transport to improve travel choice and reduce congestion and pollution. This includes:

- Car sharing and emergency taxi home.
- Discounted fares, free tickets, trip planning and improved travel information.
- Pool car and bikes

## Other benefits

KCC offers a range of family friendly policies including:

- A generous maternity scheme
- Emergency leave
- Parental leave • Special leave
- Help Fund – all employees have the opportunity both to pay into the fund and to apply for help from it when experiencing financial hardship
- An in-house confidential counselling service and Occupational Health Service
- Kent Rewards - discounts at over 1,200 retailers ranging from reduced rates at Health Clubs to house and car insurance to holidays


## Living in Kent

With great schools, vibrant cities, golden beaches and stunning countryside Kent has lots to offer you. Find out more about [locations in Kent](#).

# Vacancy Timetable

**Closing Date for Receipt of Applications:** This post will close at midnight on 31<sup>st</sup> January 2023.

**Candidates will be invited to complete a first sift activity:** 1<sup>st</sup> – 15<sup>th</sup> February 2023.



**Final Stage Interviews:** Shortlisted candidates will be invited to attend interview on Friday 17<sup>th</sup> March 2023.

**Start Date:** Successful applicants will join KCC on Tuesday 11<sup>th</sup> April 2023.

### **How to Respond**

To apply please visit [www.kent.gov.uk](http://www.kent.gov.uk) to complete an online application form.