

Kent County Council

Job Description: *Digital Programme Manager*

Directorate	Deputy Chief Executives
Unit/Section	Technology/Digital
Grade	KSJ
Responsible to	Head of Digital Transformation

Job Purpose:

The Digital Programme Manager is responsible for providing strategic oversight, coordination and assurance of digital transformation activity across Kent County Council. The post holder will ensure that digital programmes, projects and initiatives are aligned to the Council's Digital Strategy, corporate priorities and service outcomes, supporting the successful delivery of technology-enabled change that improves services for residents, communities and staff.

The role will lead programme management activity across the Council's digital transformation portfolio, including governance, reporting, risk and dependency management, benefits realisation and stakeholder engagement. Working across organisational boundaries, the Digital Programme Manager will bring together services, technology, data, suppliers and delivery teams to ensure a coordinated and consistent approach to digital change

The post holder will establish and maintain strong relationships with senior stakeholders, support effective decision-making, and provide assurance that digital investment is delivering strategic value, measurable benefits and sustainable outcomes for Kent County Council.

Accountabilities:

1. Manage and direct a multi-functional team from across the Council to facilitate the successful delivery of the Digital Strategy. This includes the management of the reporting process to Digital Steering Group. The post holder will also manage programme risks, dependencies, and escalations, and support the Head of Digital Transformation to develop recommendations for the steering group 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, 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 projects.

3. Maintain oversight of tactical and operational digital transformation activity across the Council, ensuring that delivery remains aligned to strategic priorities, agreed outcomes and the Digital Strategy, and that risks, dependencies and issues are actively identified and managed.
4. Provide professional strategic advice and support into programme teams, ensuring that changing demands are fulfilled through a coordinated and consistent approach, with appropriate consideration of technology, data, supplier and service dependencies.
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, technology governance and prioritisation models, and applying organisational principles such as digital design and experience-led design principles.
6. 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.
7. Identification of capability gaps across the transformation programme and where appropriate liaise with the Technology Project Assurance 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.
8. Work collaboratively with digital partners and suppliers, ensuring effective knowledge transfer and clear alignment between programme outcomes, service needs and technology delivery.

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	• Education to level 4 qualification (degree level) or equivalent • Relevant professional qualification
Experience	• 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 • Experience of delivering digital, technology-enabled or service improvement projects/programmes.
Skills and Abilities	• 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, including the ability to explain programme information to both technical and non-technical audiences. • Leadership management and interpersonal skills,. • Ability to innovate, influence and inspire cultural change
Knowledge	• 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**

Kent Values:

- 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

Our values enable us to build a culture that is:

Flexible/agile - willing to take (calculated) risks and want people that are flexible and agile

Curious - constantly learning and evolving

Compassionate and Inclusive - compassionate, understanding and respectful to all

Working Together - building and delivering for the best interests of Kent

Empowering - Our people take accountability for their decisions and actions

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

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.