

## Kent County Council

### Job Description: *Mobilisation and Implementation Officer*

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<b>Directorate:</b>	<b>Chief Executives Department</b>
<b>Unit/Section:</b>	<b>SPRCA - Refugee Resettlement Team</b>
<b>Grade:</b>	<b>KR9</b>
<b>Responsible to:</b>	<b>Refugee Resettlement County Business Manager</b>

#### **Purpose of the Job:**

To support the mobilisation and implementation of Kent County Council's Refugee Resettlement Programme contracts. Ensuring all necessary preparations are in place for smooth transfer of services by coordinating with various stakeholders, managing timelines, mitigating potential risks during the mobilisation period. As part of the implementation of contracts, support the Refugee Resettlement Management Team to develop reporting mechanisms to monitor ongoing performance of suppliers against KPIs and key outcomes, identifying any gaps or areas for improvement.

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

Responsibilities include, but are not limited to:

- Assisting the management team to coordinate the end-to-end mobilisation of new contracts and transfer of services from one provider to another within the allotted timescale.
- In line with the mobilisation plan, ensure all key milestones, timelines, resource allocation and communication strategies are met, and effective collaboration is maintained throughout the mobilisation process (reporting key metrics to stakeholders).
- Identifying any deviations in progress against the mobilisation plan and ensure timely corrective actions.
- Engaging with key internal and external stakeholders including service users, supplier teams, community groups, district/borough councils and internal departments to ensure alignment, address concerns, and ensure buy-in throughout the mobilisation and implementation process.
- Coordinating (alongside the management team) the setup and integration of necessary systems and processes, including IT systems, data management, and reporting mechanisms, to ensure smooth service delivery.
- Supporting and influencing service implementation and producing accessible plans, reports, documents and information as requested by the management team.

- Engaging key personnel, including refugee resettlement staff , technical experts, and support staff, to execute the mobilisation plan effectively
- Ensuring that all key parties have the information that they require and all service delivery documents are in place.
- Maintaining and updating the mobilisation risk register, identifying potential risks and challenges, and alongside the management team develop mitigation strategies to address them proactively.
- Ensuring all aspects of mobilisation are compliant with health, safety, legal, and regulatory requirements.
- In collaboration with our internal team and suppliers, ensure that appropriate and effective reporting mechanisms and systems are developed to monitor KPIs and key service outcomes for the delivery of the contracts.
- Supporting the management team with monitoring the quality of service delivery during the mobilisation and implementation phase, identifying any gaps or areas for improvement, and implementing corrective actions.
- Supporting the management team to improve service delivery across the refugee resettlement programme and allowing for better outcomes for service users.
- Provide information sessions to key stakeholders and service users on key aspects of the delivery of the services.
- Ensure the support providers/caseworkers and all other relevant parties are kept up to date with all relevant communications to enable them to operate efficiently and effectively.
- To assist with the provision of regular updates for Kent Leaders, Joint Chiefs, Corporate Management Team (CMT), the Leader, the lead Corporate Director, lead Cabinet Member, senior management and Members.
- To assist, as required, with other business activities carried out within the Refugee Resettlement Team.

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: *Mobilisation and Implementation Officer*

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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.

	<b>CRITERIA</b>
<b>QUALIFICATIONS</b>	<p>A project management qualification or equivalent work related experience</p> <p>Educated to at least Level 4</p>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"><li>• Experience in project management using leading methodologies and processes (experience in mobilisation or transformation projects)</li><li>• Experience of and accountability for ensuring that projects are delivered on time, to the agreed standards.</li><li>• Experience of successfully working within multi-disciplinary team.</li><li>• Experience of working within a similar relevant setting (e.g. local authority, government, charity), dealing with a range of organisations and developing and implementing project plans and procedures.</li><li>• Experience of establishing and maintaining effective partnerships and working relationships, with a wide range of stakeholders to achieve jointly agreed outcomes</li></ul>

<b>SKILLS AND ABILITIES</b>	<ul style="list-style-type: none"> <li>• Ability to develop, execute and monitor complex project plans involving multiple stakeholders</li> <li>• Excellent communication and relationship management skills</li> <li>• Strong communication and presentation skills.</li> <li>• Able to lead meetings with providers and partners and to advise of progress and possible barriers to contract success.</li> <li>• Effective negotiating skills with a wide range of individuals and partners</li> <li>• Ability to analyse information and accurately assess levels of risk associated with the successful implementation of the contract.</li> <li>• Experience of managing difficult conversations diplomatically, with stakeholders and providers to an appropriate resolution.</li> <li>• Excellent computer skills in areas of project management, databases, spreadsheets. Ability to work with a range of IT systems where applicable.</li> <li>• Initiative and problem-solving skills, combined with the ability to multi-task and prioritise duties.</li> <li>• Ability to manage time effectively, meet strict deadlines and prioritise own workload.</li> <li>• Provides a sense of urgency for delivering, whilst ensuring quality is maintained</li> </ul>
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>• Good understanding of contract mobilisation and implementation processes</li> <li>• Good understanding and practical experience of project management and its application in the mobilisation and implementation of contracts / services.</li> </ul>
	<ul style="list-style-type: none"> <li>• Knowledge of reporting tools and systems used to monitor contract KPIs and key outcomes.</li> <li>• Knowledge of the current Government refugee resettlement schemes (in particular the UK Resettlement Scheme and the various schemes for resettling Afghans including the Afghan Relocations and Assistance Policy (ARAP) and Afghan Citizens Resettlement Scheme (ACRS).</li> <li>• Awareness of Data Protection, Freedom of Information, transparency and confidentiality issues.</li> </ul>

<b>KENT VALUES AND CULTURAL ATTRIBUTES</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 decisions and actions</p> <p><b>Externally Focused</b> - 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>
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