Directorate:	**Adult Social Care and Health**
Unit/Section:	**Transformation, Delivery & Support Unit: Transformation & Delivery Team**
Grade:	**KR10**
Responsible to:	**PMO Manager**

Purpose of the Job:

The role is responsible for identifying, baselining, profiling, planning, tracking, and reporting on benefits. The role involves developing and managing the processes and management systems needed to support and govern effective benefits enablement and realisation, to ensure Adult Social Care meets its objectives and achieves financial, quantitative and qualitive benefit targets. The role is responsible for embedding and aligning the concept and principles of benefits realisation and contributes to a change in culture and behaviour across the team in respect of benefits management and to train, educate and mentor where appropriate, those staff directly involved in the delivery of business benefits.

Main duties and responsibilities:

1. Responsible for supporting the delivery teams to identify and calculate both financial and non-financial benefits, and to lead on the baselining on key data / measurements early on in the project lifecycle. Establish KPI's and set up effective ways of measuring outcomes and benefits; both during the project and post-completion. Work closely with operational staff to ensure the change is embedded within the team(s) and the benefits are being realised for staff and the people we support.

2. Develop, oversee, and maintain the database(s) and dashboards for benefits realisation. Create ad-hoc reports using innovative tools and techniques (such as Power Bi), analyse and interpret the data to provide clear metrics, measures, quality assurance, audit trail, and propose ways to continuously improve best practice. Report on KPI's to delivery teams, Senior Management, and other key stakeholders. Analyse benefit data and foresee potential deviations away from expectations. Investigate the cause and fix the issue(s). Provide advice, robust challenge and direction to Senior Management based on data.

3. Assist the delivery teams in recording forecasted and actual internal and external project costs, to formulate project / activity budgets, including establishing appropriate tolerance(s). Foresee potential issues when actual spend is higher than forecasted spend and escalate so appropriate action can be taken. Ensure a consistent approach is undertaken across all activity.

4. Build and maintain strong relationships with key teams including ASC Performance, SC Analytics and Finance; to ensure all measurements align to recognised KCC practice.

5. Lead / support on co-operative and collaborative benefits workshops to a variety of audiences, with a particular focus on establishing the problem and identifying the benefits using a variety of techniques such as logic models, user stories, benefits dependency network maps etc.

6. Deliver coaching / training and facilitate ad-hoc workshops on behalf of the wider Directorate, using interactive and collaborative tools and techniques to fully engage with the audience.

7. Lead and deliver on a variety of ad-hoc change activity requests, using appropriate project managements skills and techniques as required. Support the Senior Management Team by assisting with the Innovation Delivery Team's internal budget in terms of actual cost and forecast spend.

8. Horizon scan and contribute ideas to innovation initiatives, benefits realisation, projects, and activities across the Directorate at all stages of the project cycle. Implement agile approaches and methodologies, ensuring the Directorate has capacity, capability, and culture to continually improve and redesign the way it delivers services at pace.

Footnote: This job description is provided to assist the job holder to know what his/her main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

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	• Educated to degree level (NVQ Level 4) or equivalent • Willingness to work towards qualification(s) in portfolio, project and / or programme management (preferably APM, Better Business Cases and / or P3O)
EXPERIENCE	• Experience of working in a finance and / or project environment • Experience of supporting projects from a financial and / or benefits aspect • Experience of working with and providing effective support to managers within large organisations e.g., local government sector, other public sector partners and multi-agency organisations or experience of successful project management or providing portfolio-level support • Experience in monitoring and reporting data and performance and making recommendations to decision-makers • Substantial experience in delivering change at pace • Previous experience of manipulating data and presenting reports and participating in meetings with Senior Management
SKILLS AND ABILITIES	• Work with the PMO collaboratively to form a close-knit team that supports the delivery of successful outputs and outcomes • Excellent communication skills (such as presentations, verbal and written) to tailor and communicate with people at all levels • Ability to think creatively, innovatively, and strategically • Ability to build relationships across organisational and professional boundaries and to work collaboratively with external agencies • Strong analytical skills. Ability to interpret complex data. Demonstrated technical capability for problem solving, making appropriate recommendations • Ability to challenge accepted ways of working • Excellent organisational and co-ordination skills • Ability to work in an agile way and meet strict deadlines and targets • Ability to effectively plan and implement change using core project management methodology • Good management skills to be able to motivate and drive

	teams forward to deliver success • Excellent technical (MS Office 365, Project, Visio, Excel, SharePoint etc.) and a basic understanding of Power-Bi • An enthusiastic and pro-active approach
KNOWLEDGE	• Good understanding of project, programme, and portfolio management • Sound knowledge of policy and procedure and changing agendas within KCC, including roles of teams, officers and members, partnership agencies and the political arena • Knowledge of the processes for budget preparation, budget monitoring and budgetary control • Sound knowledge of the relevant legislative frameworks • Political awareness, diplomacy, and sensitivity • Awareness of data protection and confidentiality issues
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