

Directorate:	Chief Executives Department
Unit/Section:	Strategy, Policy, Relationships and Corporate Assurance
Grade:	KR11
Responsible to:	Financial Hardship Programme Manager

Purpose of the Job:

The Financial Hardship Programme brings together all our Projects to support residents in Kent who are experiencing, or at risk of, financial hardship. The role of the Financial Hardship Programme Officer is to provide programme management support on behalf of the Financial Hardship Programme Manager. The role works closely with the team on the reporting, risk management and delivery of Projects, including preparation of regular reports to multiple committees and forums. The Programme Officer also supports analysis of risk and reporting trends, tracking progress and benefits across the Programme.

A key priority is building trusted, supportive and effective working relationships with the Project Team as well as key partners and stakeholders both internal and external to KCC. There are opportunities for the Programme Officer to be innovative and creative about new ways to modernise and streamline the way the team works, and to bring the programme to life through meaningful reporting.

Main duties and responsibilities:

- Supports the Financial Hardship Programme Manager and wider Team in the management of the reporting process, programme risks and escalations, dependencies and milestone tracking.
- Build positive relationships with stakeholders, including regular engagement with members of the Financial Hardship Task & Finish Group.
- Develops an overall view of progress for the Programme Manager by completing analysis of highlight/status reports from individual programmes and data from current projects (e.g. spend, benefits)
- Reviews highlight/status reports and risk logs, proactively spotting programme trends, themes and implications
- Centrally tracks progress, risks, issues, and milestones from each programme, and support the regular update of the Programme Logs, liaising with the Corporate Assurance and Risk team as appropriate
- Works closely with the Programme Manager to coordinate the reporting cycle and seek opportunities for automation of reporting process
- Provide data analysis and visualisation of agreed indicators to enable reporting

- Provides support to the Programme Manager on workshops and events, including preparation for strategic discussions with the Financial Hardship Task & Finish Group, Strategic Delivery Board, Committee Meetings and Member briefings.
- Manage the Team Microsoft Teams sites, providing an effective and clear mechanism for the team to communicate and work together as part of a flexible/hybrid working environment
- Coordinate comms activity across the Programme and through liaison with KCC communications teams
- Support in the delivery of Government Grant funding through writing papers, planning delivery and reporting on progress against Grant spend and requirements.

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	Programme or project management qualifications, or work experience (or a willingness to work towards these)
EXPERIENCE	<p>Involvement in change and transformation activity or programmes/projects</p> <p>Experience of programme and project management and assurance, including escalations, benefits and reporting</p> <p>Experience with stakeholder management and collaboration</p>
SKILLS AND ABILITIES	<p>Risk management skills</p> <p>Stakeholder and relationship management</p> <p>Presentation and communication skills</p> <p>Data analysis and ability to make complex information simple</p> <p>Reporting writing and written communication</p>
KNOWLEDGE	<p>Knowledge and awareness of programme management best practice, tools and techniques</p> <p>Understanding and application of Office 365 tools</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>