

# KENT GRADUATE PROGRAMME

## YOUR APPLICATION PACK

TO AN  
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Closing date: **31st January 2025**

Your Graduate Digital Change  
Officer application pack  
includes:

Introduction to  
Kent County Council

Job description

Recruitment selection criteria

Vacancy timetable

Working for Kent County Council





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January 2025

## APPLICANT INFORMATION PACK

Dear Candidate

### Application for the post of Graduate Digital Business Change Officer, Technology

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 NOTES** to candidates **BEFORE** making an application:

- If you are interested in this opportunity, please apply as soon as possible as the closing date for this advert may be earlier than stated should a number of suitably qualified candidates apply.
- 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.

## **Eligibility Criteria for Apprenticeships**

### **What are the requirements to apply?**

To apply for the Graduate Digital Business Change Officer role, you will need the following qualifications:

- 2:2 Degree or equivalent qualification in any discipline.
- GCSE Grade A-C (4-9 or equivalent) in English language.
- GCSE Grade A-C (4-9 or equivalent) in Mathematics.

There is no upper age limit when applying to any Graduate Pathway.

### **Apprenticeship Funding**

All of our Graduate Pathways consist of an embedded apprenticeship qualification. To be eligible for apprenticeship funding, you'll need to have resided in the UK, the British Overseas Territories, or Crown Dependencies (Channel Islands and Isle of Man) continuously for at least three years prior to the start of the apprenticeship programme.

This is to ensure Kent County Council is compliant with the [apprenticeship funding rules](#). These are the rules employers must follow to get funding for apprenticeship training in England.

**Unfortunately, if you do not meet the above residency requirement, we will be unable to progress your application for the Graduate Programme.**

### **Do you accept applications from non-UK citizens?**

Our Graduate Programme Pathways consist of an embedded apprenticeship qualification so to be eligible for apprenticeship funding as a non-UK national you will need to:

- Have been resident in the UK and Islands for at least the previous three- year period on the first day of the apprenticeship.

- Your residence in the UK and Islands has not during any part of that period been wholly or mainly for the purpose of receiving full-time education.
- You have permission granted by the UK government to live in the UK and such permission is not for education purposes only; or you have obtained pre-settled or settled status under EUSS.

This is to ensure Kent County Council is compliant with the [apprenticeship funding rules](#). These are the rules employers must follow to get funding for apprenticeship training and assessing apprentices in England.

Further details on Right to Work in the UK can be found on the UK [Visas and Immigration](#) page.

If you have any queries regarding your eligibility for the programme, please contact the Kent Graduate Programme Team at [kgp@kent.gov.uk](mailto:kgp@kent.gov.uk).

## **International Degrees**


If you have a degree from another country, you must be able to provide evidence that your Degree is equivalent to our 2:2 entry requirements.

You are responsible for providing documentation and meeting any associated costs; we will normally ask to see evidence of your 2:2 Degree (or equivalent) during our pre-appointment checks.

The [UK National Information Centre](#) for the recognition and evaluation of international qualifications and skills (UK ENIC) provides information about the comparability of different international qualifications.

## **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	61 members
Labour (including Labour and Co-operative party)	7 members
Liberal Democrat	6 members
Green Party	5 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 Community and Regulatory Services
Rob Thomas	Cabinet Member for Environment
Sue Chandler	Cabinet Member for Integrated Children's Services
Dan Watkins	Cabinet Member for Adult Social Care and Public Health
Rory Love	Cabinet Member for Education and Skills
Neil Baker	Cabinet Member for Highways and Transport
Dylan Jeffrey	Cabinet Member for Communications and Democratic Services
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 click [here](#)

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 and Deputy Chief Executive's Department (Amanda Beer, Chief Executive)**

### Responsible for services that include:

- Strategy, Policy, Relationships and Corporate Assurance
- Finance
- Governance and Law
- Strategic Commissioning
- Infrastructure
- Technology
- HR/OD
- Marketing and Resident Experience
- Health and Safety
- Business Management and Client Relationships
- Strategic Reset Programme

# Job Description - Graduate Digital Change Officer

Job Title:	Graduate Digital Change Officer
Directorate	DCED
Unit/Section	Technology
Grade	KR8
Responsible to	Digital Change Manager

## **Job Purpose**

The role forms part of the Digital Transformation Team within the Technology Division. The Digital Transformation Team is a multi-disciplinary team responsible for coordinating the transformation activity across the whole Council.

The Graduate Digital Change Officer at Kent County Council (KCC) will play a crucial role in embedding change within various digital projects across the organisation. This role is focused on ensuring that change initiatives are seamlessly integrated into project delivery, fostering a culture of adaptability and continuous improvement. The Graduate Digital Change Officer will support the Change Manager and work alongside project teams to implement change management strategies that align with KCC's objectives, ensuring that all stakeholders are prepared for and are supportive of the changes being introduced.

The Graduate Digital Change Officer will support the Digital Change Manager in carrying out change assessments, which include conducting impact analysis, assessing readiness for change, and identifying key stakeholders. Developing change management plans for digital transformation workstreams and related initiatives are crucial to embedding KCC's change management approach and ensuring staff are prepared for change. Additionally, extensive stakeholder management is necessary to identify and manage anticipated or encountered resistance to change.

## **Main Role and Responsibilities:**

1. Collaborate with project delivery colleagues and the Digital Transformation Team to deliver successful digital projects that align with KCC's Digital Strategy and integrate change management into digital workstreams using the KCC change management approach.

2. With support, develop robust change management plans that support the digital transformation goals across a broad range of digital transformation projects ranging from relatively simple to whole organisation complex projects.
3. Support the execution of change management plans, ensuring improved benefits realisation, value creation, and return on investment for simple projects, contributing to these in large complex projects.
4. Contribute to the design of customer journeys and 'to be' processes enabled by digital interventions, placing the resident at the heart of all digital change.
5. Contribute to the creation of Business Cases as directed by the Digital change manager.
6. Identify, baseline, profile, plan, track, and report on benefits related to digital transformation initiatives.
7. Engage with stakeholders to promote collaboration, knowledge sharing, and influence the digital transformation backlog.

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.

# Kent County Council

## Person Specification: Graduate Digital Change Officer

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 Pathway 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 a related area.**

<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"><li>▪ 2:2 Degree or equivalent qualification in any discipline.</li><li>▪ GCSE Grade A-C (4-9 or equivalent) in English language.</li><li>▪ GCSE Grade A-C (4-9 or equivalent) in Mathematics.</li></ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"><li>▪ Experience of working successfully in an environment requiring extensive stakeholder management and collaboration.</li></ul>
<b>SKILLS AND ABILITIES</b>	<ul style="list-style-type: none"><li>▪ Strong stakeholder management skills.</li><li>▪ Conflict resolution and negotiation skills.</li><li>▪ Good listening and communications skills</li><li>▪ Effective facilitation and influencing skills.</li><li>▪ Critical thinking and problem solving skills.</li><li>▪ Drive and enthusiasm, motivated and able to work as part of a team and individually.</li></ul>

<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>▪ Good understanding of change management principles, techniques &amp; tools</li> <li>▪ Strong understanding of digital transformation strategies and their implementation.</li> <li>▪ An understanding of Agile Project Management</li> </ul>
<b>KENT VALUES AND CULTURAL ATTRIBUTES</b>	<p><b>Kent Values:</b></p> <ul style="list-style-type: none"> <li>▪ We are brave. We do the right thing, we accept and offer challenge.</li> <li>▪ We are curious to innovate and improve.</li> <li>▪ We are compassionate, understanding and respectful to all.</li> <li>▪ We are strong together by sharing knowledge.</li> <li>▪ We are all responsible 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>

# The Technology Pathway – An Overview

## What's Involved

These roles form part of the Digital Transformation Team within the Technology Division. The Digital Transformation Team is a multi-disciplinary team responsible for coordinating the transformation activity across the whole Council.

As a Graduate Digital Change Officer you will play a crucial role in embedding change within various digital projects across the organisation. This role is focused on ensuring that change initiatives are seamlessly integrated into project delivery, fostering a culture of adaptability and continuous improvement. The Graduate Digital Change Officer will support the Change Manager and work alongside project teams to implement change management strategies that align with KCC's objectives, ensuring that all stakeholders are prepared for and are supportive of the changes being introduced.

## Length of Programme

2 Years

## Salary

You will receive a starting salary of £28,995 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.

## 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



Improvement Practitioner apprenticeship (Level 4). We will commit to your continuing professional development and will support you in your training and as you develop your management skills and knowledge.

### **Entry Requirements**

- 2:2 Degree or equivalent qualification in any discipline.
- GCSE Grade A-C (4-9 or equivalent) in English language.
- GCSE Grade A-C (4-9 or equivalent) in Mathematics.



# 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:** Friday 31<sup>st</sup> January 2025

**Candidates will be invited to complete a first sift activity:** Monday 3<sup>rd</sup> – Friday 14 February 2025

**Final Stage Interviews:** Shortlisted candidates will be invited to attend interview on Tuesday 25<sup>th</sup> March 2025

**Start Date:** April 2025

## How to Respond

Apply online at [Kent Graduate Programme - Jobs & Careers - Kent County Council](#)