

Kent County Council

Job Description: *Project and Engagement Officer*

Directorate: Strategic and Corporate Services
Unit/Section: Strategy, Policy, Relationships and Corporate Assurance (SPRCA)
Grade: KR9
Responsible to: Programme Support Manager

Purpose of the Job:

Support the development of a range of projects within the Financial Hardship programme of work, leading on specific work packages and providing expertise, advice and support to managers within the programme, in order to ensure effective project implementation in line with budgets and timescales.

This role is varied, with projects ranging from targeted engagement activity to delivery of welfare support. Project and Engagement Officers will also be called on to support with wider Programme activities as needed. The role is exciting and rewarding with an emphasis on supporting people, organisations and businesses, as well as ensuring the effective running of the Programme.

Main duties and responsibilities:

- Work on allocated projects supporting a relevant member of the Management Team, whilst maintaining a knowledge and awareness of the wider programme, identifying your role in the bigger picture, and being ready to assist in the aligned projects within the programme should demand necessitate.
- Support a range of work across the programme, assisting the development of the business case, and other key project documentation, and providing advice and support to Project Managers and colleagues, in order to ensure the successful implementation and completion of projects within the defined processes and to the appropriate timescales.
- Be an ambassador, build, maintain and manage stakeholder relationships in relation to the relevant programmes and projects. These stakeholder relationships include (but are not limited to) county council colleagues, city/district/borough councils, parish/town councils, health services, public-sector and third-sector organisations.

- Develop communication strategies, and plan and deliver engagement activity in a multi-channel environment.
- Maintain a robust monitoring and quality control system for projects, providing regular reports as required, to enable the provision of informed data to senior management and adjusting to the audience, ensuring projects are on target and enabling the identification and prompt reporting of budget targets and anomalies. Maintaining records to a high and consistent standard.
- Support in activity for the Programme as a whole, as well as for specific projects, including drafting reports, collating information, researching national and local initiatives and legislation.
- Deliver presentations and facilitate workshops to a variety of audiences, both internal and external to the organisation using a variety of methods tailored to the needs of the audience.
- Carry out regular reviews of project risks and issues to ensure actions are being monitored and taken when appropriate.

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.

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Person Specification: *Project and Engagement 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.

	CRITERIA
QUALIFICATIONS	<ul style="list-style-type: none">• NVQ4 or equivalent and/or holding or working towards a full professional qualification
EXPERIENCE	<ul style="list-style-type: none">• Previous experience in a project management environment.• Experience of working with or for different partner organisations and agencies.• Experience of involvement and participation with people and support and/or members of the public.• Experience of supporting the development and implementation of new initiatives from scratch.• Experience of delivering presentations and presenting information to a diverse audience including senior managers and external stakeholders.• Experience of carrying out quality assurance and evaluation processes.• Experience of record-keeping.• Experience of working in a political environment and with politicians• Experience of using systems and databases.
KNOWLEDGE	<ul style="list-style-type: none">• Good knowledge of background issues relating to financial hardship.• An understanding of the breadth of County Council, District Council services, as well as partners and the voluntary sector• An understanding of budgets and forecasting• An understanding of local government and the expectations of service users.• Good understanding of inter-agency and partnership working.• Awareness of Financial Regulations where necessary.• Knowledge of relevant legislation which will impact on the projects concerned.

<p>SKILLS AND ABILITIES</p>	<ul style="list-style-type: none"> • Ability to work with a range of IT systems, in particular Sharepoint, Microsoft Teams, and PowerBI • Ability to work within a multi-agency environment. • Ability to support projects which are complex in terms of scale, structure and impact. • Ability to gather information and produce reports. • Ability to manage time effectively, prioritising workload • Presentation skills. • Excellent communication, interpersonal, negotiation and problem-solving skills. • Good organisation, planning and report-writing skills. • Ability to work to tight deadlines. • Proven skills in a project management environment. • Analytical and research skills. • Ability to lead a group and deputise for Project Manager if needed, as well as working efficiently in a team. • Ability to exercise diplomacy and work confidently in a political environment
<p>KENT VALUES AND CULTURAL ATTRIBUTES</p>	<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>