

# Kent County Council

## Job Description: Programme Officer – Refugee Response

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<b>Directorate:</b>	<b>Strategic and Corporate Services</b>
<b>Unit/Section:</b>	<b>Strategy, Policy, Relationships and Corporate Assurance (SPRCA)</b>
<b>Grade:</b>	<b>KR10</b>
<b>Responsible to:</b>	<b>Programme Manager/Co-Ordinator – Refugee Response Programme</b>

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

Work closely with Programme colleagues to support Ukraine refugee response activity, including contributing to the development of communication and management processes. Provide reporting support in order to ensure effective Programme implementation in line with budgets and timescales.

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

1. Coordinate and monitor programme activity in liaison with the Senior Programme colleagues and operational staff within Districts tracking the progress of related activities.
2. Provide support to Senior Programme colleagues both directly and through the management of administrative staff. Develop systems, processes, oversee data entry tasks in order to maintain high quality records on systems across the Programme.
3. Contribute to Programme monitoring, identify scope for improvement and highlighting issues or constraints, including any changes which will impact the Programme, to ensure that the program delivers results within the specified budget, timescale and to specified standards.
4. Liaise with stakeholders including senior colleagues within KCC and external partner agencies to ensure the Programme achieves the desired outcomes and fulfils the requirements of refugees and host families.
5. Develop the supporting processes which underpin the Programme, including systems and procedures and supporting workforce training, to ensure that the Programme moves forward efficiently and effectively within agreed timeframes.
6. Produce and co-ordinate accurate, relevant and tailored information and data, and provide appropriate analysis to support Programme planning, performance monitoring, and service improvement, and to respond to Freedom of Information requests.
7. Present data and information in appropriate formats for a range of customers across the Directorates, for elected Members and partner organisations to ensure accessibility and understanding.

8. Provide Programme advice and support, as well as operational direction where necessary, reporting to Senior Programme colleagues and key stakeholders on a regular basis, to ensure that they are informed on the status of the Programme at each stage
9. To be the first point of contact for all queries relating to the Programme data.

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.

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## Person Specification: Programme Officer – Refugee Response

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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>	<ul style="list-style-type: none"><li>• L5 qualification or equivalent experience.</li><li>• Managing in KCC Programme (or willingness to work towards achieving)</li></ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"><li>• Experience of analysing complex data sets</li><li>• Experience of using advanced Microsoft applications</li><li>• Established experience of working within the local government sector</li><li>• Proven record of working with multi-agency organisations</li><li>• Proven record of achievement relating to developing effective processes and communication.</li><li>• Established experience of managing and monitoring budgets with an awareness of appropriate Financial Regulations</li><li>• Proven experience of identifying and rectifying data quality issues.</li><li>• Line Management of staff</li></ul>
<b>SKILLS AND ABILITIES</b>	<ul style="list-style-type: none"><li>• Ability to manage and monitor significant budget and resources</li><li>• Excellent interpersonal and communication skills, including networking, advocacy and negotiating written skills</li><li>• Effective report-writing and presentation skills</li><li>• An organised, systematic and analytical approach is necessary and the ability to accommodate a wide and complex range of issues</li><li>• Ability to prioritise, forward plan and work effectively on own initiative Ability to analyse and report on a wide range of information and data for a wide variety of data sources.</li></ul>
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"><li>• Sound knowledge of policy and procedure and changing agendas within KCC, including roles of teams, officers and members, partnership agencies and the political arena</li><li>• Sound knowledge of the relevant legislative frameworks</li><li>• Political awareness, diplomacy and sensitivity</li><li>• Knowledge of local government</li><li>• Knowledge of methods and techniques to support involvement of partnership agencies</li><li>• Experience and understanding of the main issues and internal policies, as well as services provided by KCC, along with changing agendas</li><li>• Awareness and understanding of the main issues confronting refugees and the staff who are supporting them with resettlement and integration.</li><li>• Data protection requirements, particularly those relating to data sharing across agencies.</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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