

Kent County Council

Job Description: Project Manager - Referrals Lead (Financial Hardship)

Directorate:	Strategic & Corporate Services
Unit/Section:	Strategy, Policy, Relationships and Corporate Assurance (SPRCA)
Grade:	KR12
Responsible to:	Policy & Partnerships Adviser - Kent Public Services

Purpose of the Job:

Lead, manage and deliver projects relating to referring Kent residents between partner organisations so that people in financial hardship are better supported and have better access to support schemes. Liaise with colleagues within KCC and partners outside of KCC, particularly with our District Council colleagues, utilise project management methodologies to ensure that the project is delivered effectively and to the required standard within the agreed deadlines. The role will be responsible for project managing, procuring and developing pilots for a referral system that enables referrals between organisations for people struggling with or at risk of financial hardship.

The successful candidate will work closely with statutory and voluntary sector partners including colleagues from Kent's District and Borough Councils and senior management to develop and run a pilot which fully tests the referral system. Should the pilots be successful, the candidate will be responsible for rolling out and potentially scaling up the system and embedding the work into a longer-term strategy, alongside linking this project into other related financial hardship activity. This role is part of a larger team, working to support people who are in or at risk of financial hardship. At times, the successful candidate may be required to support on other key areas of activity as needed.

Main duties and responsibilities:

1. Lead, manage, deliver and evaluate the referrals projects enabling a better transfer of people between organisations who are in financial hardship across the county. Develop comprehensive project and communication plans, engage with appropriate groups and partner agencies, to ensure that there is a coherent approach to the project and any procurement processes, resulting in the effective delivery of high-quality services within agreed budget and deadlines.
2. Take a lead role in establishing relationships with leads in partner organisations, particularly District Councils, establishing strategic partnerships to further the projects. Where required, represent KCC to Government Departments to identify opportunities for policy and service development and secure external funding, optimising the funding available and improving service provision.

3. Oversee, manage and develop effective inter-agency workstreams for tackling and mitigating financial hardship across Kent. Enable project delivery and resource identification, through representation at joint planning groups and forums to provide a robust process for major projects.
4. Oversee the supporting processes which underpin the data-sharing and analysis of financial hardship in the county. Establish procedures to ensure that the project can be implemented efficiently and effectively within the agreed timeframe, considering KCC's and District Councils' objectives, and the principles of the Financial Hardship Task & Finish Group.
5. Develop, monitor and review service specifications for appropriate forms of consultation, in liaison with partners, in order to regularly and meaningfully engage views from service users, members of the public and staff on digital inclusion and digital capability. Where required, respond to adverse publicity, using a variety of means, eg public and staff meetings, press releases etc at key stages throughout the project to ensure completion within given deadlines and resources.
6. Prepare and present written and verbal regular management reports at Director and Member level, to keep them informed of the progress of projects and seek views in relation to resources, service development and timescales. Raise concerns and make recommendations to ensure that KCC's goals regarding the tackling and mitigation of financial hardship will be achieved.
7. Interpret and analyse the effects of legislation and policy development in order to advise Senior Officers on how this will affect project development and any action which may need to be undertaken as a result.
8. Direct, manage and motivate our external providers to ensure that the projects concerned achieve their objectives in line with agreed specifications and timescales.
9. Lead on major projects with a national focus, linking in with other local authorities and Central Government where appropriate, developing contingency plans. Represent KCC at public events, such as giving public presentations, attending openings and exhibitions, to ensure that the County Council's views are taken into account regarding financial hardship.
10. Keep up-to-date with technical developments relating to tackling and mitigating financial hardship, including that related to national policy and legislation, and what other Local Authorities are doing around the country.

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.

Organisational Responsibilities

All corporate directors, directors and senior managers have an explicit responsibility to deliver the collective agenda of the Council. These are fundamental elements of their role not an addition and are summarised as follows:

Whole Council

- Seek to improve the lives of all residents in Kent and economy of Kent
- Act as corporate parent to the Council's looked after children
- Take an active role in promoting and ensuring the Council's responsibilities for safeguarding are met.
- Understand, communicate and contribute to the delivery of KCC's strategic aims
- Meet statutory obligations and promote and ensure compliance with policies and procedures and the Council's Code of Conduct (Kent Code).
- Advise elected members and support the democratic process
- Promote the Council brand and enhance the overall reputation of the Council
- Understand and monitor the measures of performance, including customer insight, which define successful outcomes for KCC services
- Maintain and ensure a relentless focus on the customer
- Act to support the Council-wide need to deliver services within budget, thereby avoiding an overspend that could damage the financial viability of the Council
- Overcome professional and service silos to achieve the County Council's objectives.

Integration of Services

- Focus resources where they have the biggest impact
- Deliver services that are flexible and adaptable
- Integrate services within KCC and work with partner agencies to ensure a seamless customer experience
- Fully and inclusively engage all staff in the delivery of services, demonstrating the Council's leadership values and competencies.

Embedding Commissioning and Engaging relevant markets

- Establish an outcome focused organisation
- Meet the financial regulations and standing orders of KCC
- Challenge the status quo and engage with the market to constantly improve
- Ensure all services are delivered effectively and efficiently
- Proactively and continuously seek to improve service delivery
- Proactively manage risk to avoid inertia whilst not exposing the Council to needless and avoidable challenge or loss

Managing Change

- Understand and support the Authority's overall change agenda
- Deliver required outcomes of service specific change on time and to budget
- Understand the quality of staff, support their development, nurture those with talent
- Identify the skills for the future and the level of staff through robust workforce planning
- Identify and deal with underperformance.
- Deliver to agreed budget and income targets.

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">• Educated to degree level or NVQ5 Diploma in Management 5 or equivalent.• Willingness to work towards the APM PMQ qualification.
EXPERIENCE	<ul style="list-style-type: none">• Substantial experience of working in the local government sector.• Substantial experience of managing projects.• Proven record of multi-agency working.• Sound experience of managing and monitoring budgets with an awareness of appropriate Financial Regulations.• Experience of developing communication strategies.
SKILLS AND ABILITIES	<ul style="list-style-type: none">• Excellent project management skills from conception to delivery.• Excellent interpersonal, negotiation and leadership skills.• Excellent collaborative skills and an appetite to work across directorate and organisational boundaries.• Excellent communication skills, both in writing and verbally, in order to communicate with senior staff at all levels, internally and externally, including Members.• Excellent presentation skills in order to effectively communicate complex issues to a wide audience.• Excellent project management skills, including financial monitoring, planning and improvement cycles.• Ability to positively influence the outcome of decisions.• Ability to form, lead and network with effective partnerships, in particular with external agencies within a mixed economy.• Ability to work on own initiative and shape direction.• Ability to balance a range of disparate tasks and meet tight deadlines.• Sound analytical skills.• Ability to manage, motivate and co-ordinate the work of a project team and staff at all levels, including building effective relationships.• Ability to be innovative and to lead cultural change.• An organised, systematic and analytical approach is necessary and the ability to accommodate a wide and complex range of issues.

KNOWLEDGE	<ul style="list-style-type: none"> • Strong understanding of risk and risk management, especially regarding data protection. • Sound knowledge of data analysis techniques and translating outputs into policy recommendations. • Sound and comprehensive knowledge of the relevant legislative frameworks relating to financial hardship. • Sound knowledge of the County Council's policies, practices and services relating to financial hardship, as well as those within District Councils. • Sound knowledge of recent government initiatives and those of other public bodies relating to financial hardship. • Sound knowledge of methods and techniques to support involvement of partnership agencies. • High level of political awareness, diplomacy and sensitivity. • Awareness of capacity constraints internally and externally.
BEHAVIOURS AND KENT VALUES	<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