

**Directorate:** Children, Young People and Education  
**Unit/Section:** Transformation and Innovation Unit (CYPE)  
**Grade:** KR11  
**Responsible to:** Family Hubs Programme Manager

**Purpose of the Job:**

To form part of the Family Hub Delivery team working alongside a Senior Management Information Officer and the Service Delivery Project Manager and the Family Hubs Health Integration Manager, this role will lead on management of the programme support functions, establishing robust systems and processes to ensure Kent delivers to its ambition for the Family Hubs programme.

This will include, but is not limited to, supporting the co-design and co-location and integration of partner agencies, voluntary and community services and advisory services within family Hub buildings. This will also include the establishing a joined up assessment process, aligned case management systems and aligning systems and processes to improve efficiency and service user experiences of Family Hubs both in person and online.

This role will also be critical in the co-ordination and development of the Digital offer and working alongside service users and Communications resources to promote Family Hub services and identify opportunities for digitalisation and service improvement.

The role will lead on workforce development for the Family Hubs service and also be responsible for line management of a team including Project and Business Support officers and the development and coordination of agreed Family Hub, Best Start to Life and Partnership Project boards.

The Project Manager will have oversight of the formation, co-ordination and monitoring of both the Department of Education delivery plan and the Kent Family Hub project plan establishing governance and equality frameworks, systems and processes, undertaking risk management activity for the programme and ensuring the delivery team and workstream leads are organised and remain within budgets and programme timescales.

As services will be collaborative and co-designed the scope and workstreams will evolve across the life cycle of the programme.

## **Main duties and responsibilities:**

1. Lead on the management of data and reporting workstreams, using relevant methodologies to work alongside the Management Information Officer to develop, maintain and analyse monitoring and audit information for all stages of the project, including responsibility for the management and maintenance of the Department of Education Delivery Plan and Family Hub Project Plan.
2. Effectively develop systems and support processes for collaboration across programme workstreams. Establish effective co-location and integration of relevant services, a common assessment and case management integration.
3. Lead on the Project Management of digital workstreams including the 'Best Start to Life offer'. alongside other key multi agency groups, to identify opportunities for collaboration and digitalisation of Family Hub systems and services.
4. Line manage the business support function of the Family Hubs delivery team and ensure robust, joined up and effective governance frameworks and documentation and to ensure compliance with relevant legislative arrangements. (*E.G Key Decisions, DPIA, EQIA, Risk Management, Common Assessment, Data Sharing agreements*)
5. Establish and manage business support for key meetings including the Family Hub board and Steering group. Develop and regularly review core documentation (*E.g Terms of Reference, Decision Logs, Agendas*) to ensure accountability, effective governance and assurance of the programme.
6. Develop specialist knowledge working alongside relevant internal and external data and analytical leads to ensure programme and monitoring deadlines and Family Hub outcomes are met. Support the compilation of required management reports, Power BI and updates for key stakeholders, including Health, management boards and the Department of Education.
7. Support the Programme Manager and Senior Accountant with the planning and monitoring of project budgets, forecasting and requisitions to ensure tight financial control and the effective use of project resources and expenditure.
8. Working alongside Public Health leads, promote the Family Hubs Programme within KCC and across partnership agencies and online media (as appropriate) to ensure full user and stakeholder participation in the development of appropriate initiatives. Ensure service information is accessible and available online and in Family Hub buildings and staff trained, aware and able to effectively inform and signpost to new services and processes.
9. Manage the development of business cases for projects, to reflect the requirements of any external funding and to ensure the appropriate development of Family Hub services. Supporting the work of Kent Communities to make best use of recognisable and accessible hub buildings, ensuring

effective and integrated co-located services and improved connectivity to signpost families working alongside wider community organisations.

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: *Family Hubs Project Manager*

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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>Qualifications</b>	<ul style="list-style-type: none"> <li>• Educated to degree level or equivalent</li> <li>• Recognised Project Management qualification or willingness to work towards further relevant qualifications.</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience of managing projects within Health and/or social / care services, in Children and Young people services</li> <li>• Experience on leading in change and transformation activity or programmes/projects</li> <li>• Experience of joint working and working in multi-agency partnerships at a local level</li> <li>• Experience of managing people and teams</li> <li>• Managing budgets and forecasting</li> <li>• Previous experience of presenting reports and participating in meetings with Senior Officers</li> </ul>
<b>Skills and Abilities</b>	<ul style="list-style-type: none"> <li>• Ability to work at pace, while being adaptable and having a flexible approach, the Family Hub programme is a fast-paced programme with tight deadlines and timescales.</li> <li>• Excellent communication skills (both verbal and written) to communicate with people at all levels</li> <li>• Excellent presentation and negotiation skills</li> <li>• Ability to think creatively and strategically</li> <li>• Ability to manage and deliver change appropriately</li> <li>• Ability to build relationships across organisational and professional boundaries and to work collaboratively</li> <li>• Ability to analyse and interpret complex data and knowledge of Power BI</li> <li>• Ability to challenge accepted ways of working</li> <li>• Excellent organisational and co-ordination skills</li> <li>• Ability to meet strict deadlines and targets</li> <li>• Ability to effectively plan and implement projects</li> <li>• Project initiation, implementation and evaluation skills</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Good working knowledge of legislation relating to the Children, Early Help, and Health</li> <li>• Good general knowledge across a broad range of the Council's services in order to ensure that proposals are consistent with the Council's overall policies and directives</li> <li>• Detailed understanding of a range of project and change methodologies.</li> </ul>

	<ul style="list-style-type: none"> <li>Working knowledge of Data Protection and Information Governance frameworks</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>