

Kent County Council

Job Description: *Family Hubs Project Officer*

| | |
|------------------------|--|
| Directorate: | Children Young People and Education |
| Division: | Family Hubs Delivery Team |
| Grade: | KR9 |
| Responsible to: | Family Hubs Project Manager |

Purpose of the Job

Kent County Council is looking to recruit a Family Hubs Project Officer.

The purpose of the role is to work in the Children, Young People and Education (CYPE) directorate to support the Family Hub Programme Manager and Project Managers with the implementation of Kent's Family Hubs programme. Family Hubs services aim to give children the best start in life and support them through to young adults.

The post holder will be responsible for supporting, monitoring and reviewing a range of projects within the Family Hubs Programme, leading on specific work packages where appropriate. The role will provide expertise, advice and support to managers to ensure effective project implementation in line with budgets and timescales. The Project Officer will work in line with the project methodology and approach most suitable to meet the needs of the programme, ensuring a flexible and adaptive way of working.

Main duties and responsibilities

1. Support a range of Family Hub projects and activities, providing support to Project Managers and colleagues to ensure the successful implementation and completion of projects within defined processes and to appropriate timescales.
2. Contribute to the project planning process to ensure that the most effective use is made of resources and that the needs of the project are fully met. Help to develop options appraisals and business cases where appropriate.
3. Monitor project performance, escalating any concerns where appropriate.
4. Lead on specific work packages where appropriate, including planning, delivery, monitoring, reporting. Using data from a range of sources, help to develop business proposals and business cases to support the design and delivery of project work packages / projects.
5. Monitor and carry out regular reviews of project risks and issues to ensure actions are being monitored and escalation made when appropriate.

6. Plan, organise and coordinate key project meetings in line with agreed governance, preparing agendas, taking notes and recording actions & decisions. Proactively distribute meeting outputs and chase for responses, as required.
7. Help to implement and maintain a clear audit trail for all project activity through thorough and up to date project supporting documentation.
8. Support the Family Hub Programme Manager and Project Managers in the production of highlight reports and other reporting requirements for internal and external governance processes.
9. Monitor the project budget, contributing to the forecasting process and escalating any concerns to the project manager.
10. Maintain regular and effective communication with colleagues at all levels within the Directorate and beyond, as well as multi-agency partners, attending team briefings and preparing and delivering briefings when required.
11. 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.
12. Support the ongoing project evaluation process, maintaining efficient and effective monitoring systems, including the provision of data from a range of sources, as well as qualitative research exercises, to ensure ongoing project improvement.

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.

Kent County Council

Person Specification: *Family Hubs Project 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.

| | |
|-----------------------------------|--|
| Qualifications | <ul style="list-style-type: none"> NVQ4 or equivalent and/or holding or working towards a full professional qualification Already have or willingness to work towards the APM PFQ or APM PMQ qualifications. |
| Experience | <ul style="list-style-type: none"> Experience of working in a programme and project management environment, supporting the development and delivery of projects. Ideally projects within the public sector, health and/or social services, in Children and Young people services Experience of developing business proposals, using a variety of data to consider options and develop recommendations. Experience of managing multiple and competing priorities and delivering high quality work to deadlines. Experience of working successfully in an environment requiring extensive stakeholder management and collaboration, working with different partner organisations and agencies. |
| Skills and Abilities | <ul style="list-style-type: none"> Ability to support projects which are complex in terms of scale, structure and impact, ideally within a multi-agency environment. Ability to gather information and produce reports with high levels of accuracy and attention to detail. Ability to manage time effectively and prioritise own workload and work at pace. Good organisation and planning skills. Excellent communication and interpersonal skills. Ability to build effective working relationships and work with tact, diplomacy and professionalism when dealing with colleagues, senior managers, members of the public and Members. Ability to work with a range of IT systems. |
| Knowledge | <ul style="list-style-type: none"> Good general knowledge across a broad range of the Council's services. Detailed understanding of a range of project and change methodologies. Good working knowledge of Microsoft Office 365. Understanding of data protection and information governance principles and an awareness of communicating with diverse audiences. |
| 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

Our values enable us to build a culture that is:

Flexible/agile - willing to take (calculated) risks and want people that are flexible and agile

Curious - constantly learning and evolving

Compassionate and Inclusive - compassionate, understanding, and respectful to all

Working Together - building and delivering for the best interests of Kent

Empowering - Our people take accountability for their decisions and actions

Externally Focused - Residents, families, and communities at the heart of decision making