

Job Description

Job title	Service Improvement Assistant Project Manager
Directorate	PEOPLE : Children and Adults
Division	Adult Social Care
Range	MPR 4
Reports to	Head of Adult Social Care Transformation and Improvement

Main purpose of the job:

Support the effective implementation of the Adult Social Care Transformation and Improvement Programme through managing small-scale projects; planning, executing and monitoring project timescales, deliverables and benefits, and coordinating across multiple workstreams.

Assist the Programme Lead with large-scale projects by preparing and monitoring project documentation, tracking benefits realisation, and supporting service improvement discovery.

Liaise with stakeholders in a way that promotes the [One Medway Council Plan](#) and embeds our [values and behaviours](#).

Accountabilities and outcomes:

Create and maintain project documentation including project plans, risk registers, and benefits management/realisation plans, to ensure that project outcomes and finances are tracked effectively and benefits are fully realised.

Project manage small scale projects including planning, executing, and monitoring projects, defining project scope, developing detailed plans, and coordinating across multiple workstreams to ensure timely and successful completion. Document project outcomes and lessons learned to support continuous improvement and benefits realisation.

Collate, analyse, and report on project data to track risks, and benefits/savings realisation.

Lead on stakeholder engagement, ensuring co-production plays a fundamental role in all projects, through collaboration with the Engagement Team.

Act as first point of contact for stakeholders, using excellent communication skills to ensure effective relationship management. Provide updates and respond to queries in a timely manner.

Coordinate resource scheduling to ensure project timescales are met.

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Organise project meetings, prepare agendas and work collaboratively to ensure actions are completed.

Ensure all projects comply with organisational policies and procedures, and relevant regulatory frameworks, adhering to statutory guidance for Adult Social Care. |

At the discretion of the Head of Service, such other activities as may from time to time be agreed consistent with the nature of the job described above.

Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

As a corporate parent, all council employees are responsible for ensuring the well-being and positive outcomes of Medway's care-experienced children and young people.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Progression Framework.

Work in accordance with the Equality Act 2010 and the Public Sector Equality Duty to eliminate unlawful discrimination, harassment and victimisation. Promoting equality of opportunity, fostering good relations and improving the quality of life and opportunities for everyone living and working in Medway.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

Medway Council is a Category One responder in relation to the Civil Contingencies Act (2004) and as a result all staff working for the Authority may be asked to carry out Category One response duties or stand into the role of another member of staff who is responding to a Major Civil Incident.

Organisation:

This role reports to the |Head of Adult Social Care Transformation and Improvement.|

|The post holder will not be required to line manage others but may be required to direct, coordinate or train other employees.

The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

Working Style:

HYBRID - a flexible working arrangement whereby an employee can undertake their work either in the office and/or partially or mainly from home on a temporary or permanent basis. |

Person specification

All criteria at level A are considered essential unless stated otherwise. |

Qualifications

Level A

- A minimum of 5 GCSEs including English and Maths (grades 4-9) or equivalent
- Level 4 in Business Administration or equivalent

Level B (in addition to level A criteria)

- Working towards project management qualification

Level C (in addition to levels A and B)

- Project Management qualification.
- Evidence of continuous professional development. |

Knowledge

Level A

- Ability to apply practical, procedural, organisational and/or policy knowledge relevant to Adult Social Care, as well as the ability to turn theoretical knowledge into practical applications.
- Knowledge and understanding of project management methodologies.
- An awareness of equality and diversity principles.

Level B (in addition to level A criteria)

- Knowledge and understanding of Adult Social Care processes, procedures, regulatory frameworks, and statutory guidance.
- Knowledge and understanding of equality and diversity principles.
- Knowledge of procurement and financial management processes/procedures
- An awareness of change management methodologies

Level C (in addition to levels A and B)

- Detailed knowledge and understanding of Adult Social Care processes, procedures, regulatory frameworks, and statutory guidance.
- Detailed knowledge and understanding of project management and change management methodologies |

Experience

Level A

- Demonstrable experience of successfully managing small-scale projects
- Demonstrable experience of supporting multiple projects within a programme of work.
- Demonstrable experience of providing comprehensive project/transformation/service improvement support across a range of services, including managing project documentation, and coordinating and organising multiple workstreams
- Demonstrable experience of using MS Office applications, case management systems and their practical application
- Demonstrable experience of successful stakeholder engagement and management, working collaboratively with internal and external stakeholders and building strong working relationships

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- Demonstrable experience with risk, issue, and benefits management processes, including analysing and reporting on project data to measure outcomes and benefits/savings realisation.
- Demonstrable experience of resource scheduling in a project environment

Level B (in addition to level A criteria)

- Demonstrable experience of championing the role of co-production and stakeholder engagement within a project environment
- Demonstrable experience of working within Adult Social Care

Level C (in addition to levels A and B)

- Demonstrable experience in undertaking work that requires a range of imaginative solutions and responses and involves application of fresh and innovative thinking.
- Demonstrable experience of process modelling and analysis
- Demonstrable extensive experience of analysing and reporting on project data to determine progress of risks, issues, benefits, and actions to ensure projects achieve their intended outcomes.
- Demonstrable experience of leading on stakeholder engagement and management plans within projects, including experience of co-producing project design and outcomes with people with lived experience |

Skills

Level A

- Proficient in the use of Microsoft Word, Excel, Outlook, PowerPoint, and Teams
- Demonstrable ability to use analytical skills to interpret complex information and solutions for example identifying risks, issues, and potential solutions.
- Good written and communication skills with the ability to present information in an understandable way, using a variety of methods, across a range of audiences.
- Demonstrable ability to motivate others to meet collective objectives.
- Demonstrable ability to work within recognised procedures, adapting these procedures where necessary for project success
- Demonstrable ability to develop and maintain good working relationships with internal and external stakeholders.
- Demonstrable data analysis skills with the ability to identify requirements to monitor benefits/savings, build documents to track realisation, and identify patterns and trends in data sets, drawing meaningful conclusions to evaluate costs, benefits, and risks.
- Strong attention to detail to ensure accuracy in managing project documentation, tracking progress, and following up on actions.
- Ability to work independently, as well as part of a team.
- Demonstrable ability to develop short term solutions or plans which take under a year to formulate.

Level B (in addition to level A criteria)

- Demonstrable ability to explain complex tasks to others.
- Demonstrable ability to provide information, advice, and guidance on established internal procedures in relation to finance and procurement.
- Ability to interpret and provide guidance on external regulations relating to employees, adapting and interpreting internal policies and procedures based on the needs of the project/service.
- Good organisational skills including ability to balance conflicting demands to ensure deadlines are met.

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- Demonstrable ability to carry out tasks and/or advise on internal procedures which impact on the health and wellbeing of people.

Level C (in addition to levels A and B)

- Demonstrable ability to develop medium term solutions or plans, which take up to a year to formulate.
- Demonstrable interpersonal skills, with the ability to build support for change and collaborative working.
- Excellent organisational and planning skills, with the ability to prioritise and respond to competing priorities/changing priorities and business needs, manage multiple tasks, manage time and resource, and work under pressure to deliver to deadlines.
- Ability to respond independently to problems where there are no recognised procedures and decisions must be made without ready access to a manager. |