

Job Description

Job title	[Service Improvement Programme Lead
Directorate	[PEOPLE : Children and Adults
Division	[Adult Social Care
Range	MPR 7
Reports to	[Head of Transformation and Improvement

Main purpose of the job:

[To work closely with the Head of Transformation and Improvement, using effective project management approaches to lead on multiple programme areas and ensure successful delivery of complex projects in order to meet the identified project objectives and vision. |

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

Accountabilities and outcomes:

[Undertake full reviews of services provided by Medway Adult Social Care in order to develop proposals on strategic and operational development and improvement.

Manage projects to deliver high quality professional practice in line with legislative frameworks, policies and standards, and meeting the strategic aims of Adult Social Care.

Work collaboratively across Adult Social Care and other relevant departments to design and deliver projects, and develop related strategies, ensuring improvements and strategic developments are achieved and fully embedded in practice.

Alongside the Head of Adult Social Care Transformation and Improvement, ensure that all project spend and savings are forecast accurately within Divisional budgets. Maintain robust oversight of all project financials, ensuring that project spend does not exceed budgeted amounts, and achievement of savings targets.

Ensure all projects are co-produced, through consultation with carers and people with lived experience.

To work collaboratively with all adult client groups (older people, learning disabilities including those on the autism spectrum, physical disabilities, sensory impairments, and mental health) as well as self-funders in order to support the prevention agenda.

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Develop effective working relationships with partners, such as health, the voluntary, community and faith sector, and public sector partners, to successfully achieve project, programme and strategic objectives.

Work collaboratively with colleagues in the Council to develop the Community Hubs in order to ensure Adult Social Care is an integral part of the development.

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 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

Educated to degree level in project management or equivalent level qualification.

Level B (in addition to level A criteria)

Willingness to work towards qualification in change management

Level C (in addition to levels A and B)

Evidence of continuous professional development

Completion of qualification in change management |

Knowledge

Level A

A good understanding of Adult Social Care issues in a public sector environment.

A detailed knowledge of project management approaches.

Knowledge and understanding of equality issues in relation to service provision.

Knowledge and understanding of the procurement and commissioning arrangements in a social care context.

Level B (in addition to level A criteria)

Knowledge of adult safeguarding practice, legislation, and research.

Knowledge and understanding of key statutory legislation affecting the delivery of the designated Adult Social Care services.

Knowledge of the Council's financial regulations for monitoring budget, processing invoices and procurement.

Level C (in addition to levels A and B)

Comprehensive knowledge and application of key legislation for social care, including housing and health.

Comprehensive knowledge of diversity and equality issues in relation to service provision.

Extensive knowledge of project principles, techniques and tools. |

Experience

Level A

Experience and successful track record in leading, managing and empowering staff to deliver whole system and outcome focussed approaches in Adult Social Care.

Experience of managing projects and programmes at a senior level within a large organisation.

Experience of preparing and delivering evidence-based reports to secure support from stakeholder and inform decision-making regarding various projects and service enhancements.

Experience of undertaking consultation with stakeholders.

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Experience of planning project activities and monitoring progress against the plan.

Experience of monitoring budgets within a project environment including monitoring spend and achievement of savings targets.

Experience of drafting briefing papers and correspondence at a senior level.

Experience of working successfully in partnership with a wide range of stakeholders, multi-disciplinary teams, senior managers, agencies and providers.

Experience of establishing connections at the local, regional, and national levels to shape and enhance the strategic development and delivery of services.

Level B (in addition to level A criteria)

Experience of ensuring services are provided and developed in such a way that promotes independence, choice and social inclusion.

Comprehensive experience of managing risks and issues and reporting on progress.

Comprehensive experience of monitoring budgets in a project environment, including spend, and significant savings targets in excess of £500,000, and business planning processes.

Significant experience of collaborating with partners and residents to improve and implement ways of working that will benefit the service.

Significant experience of implementing policies and strategies in a similar or related setting.

Experience of embracing best practices by benchmarking and networking with other local authorities.

Experience of informing and engaging with elected members.

Level C (in addition to levels A and B)

Extensive experience working in Adult Social Care, understanding operational systems and relevant legislation to drive forward performance.

Extensive experience in contributing to the ongoing development and achievement of the strategic vision for the service.

Skills

Level A

- Experience of using Microsoft packages including Word, Excel, Teams, Powerpoint, Outlook and Project planning tools.
- 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.
- Ability to respond independently to problems where there are no recognised procedures and decisions must be made without ready access to a manager.
- 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 demonstrate high levels of autonomy and initiative.
- Ability to motivate others to meet collective objectives.
- Good written and communication skills

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- Ability to engage effectively with a range of stakeholders both within and outside the Council.

Level B (in addition to level A criteria)

- Excellent interpersonal skills, with the ability to quickly gain credibility with other stakeholders.
- Demonstrable ability to deal with high levels of work-related pressure, for example from deadlines, interruptions, or conflicting demands.
- Ability to prepare and produce concise reports for dissemination to senior stakeholders and management.
- Ability to produce presentations and present to a varied group of internal and external stakeholders.

Level C (in addition to levels A and B)

- Ability to analyse complex issues from multiple sources.
- Ability to develop resource plans over the short, medium and long-term and adjust plans and resource requirements accordingly.
- Ability to make informed decisions in the absence of required information, working to tight timescales
- Ability to present complex and/or sensitive information in an understandable way, using a variety of methods, across a range of audiences.]