



ROYAL BOROUGH OF KINGSTON UPON THAMES - ROLE PROFILE

Project Lead

Permanent role, based in Kingston

Grade G

Role purpose

The Council is focused on delivering the best possible outcomes for its communities. To do this the Council needs managers who thrive in a networked organisation and who can provide strong operational leadership.

The role reports directly to the Innovation Manager.

Key activities

Leadership

- Provides inspirational and constructive leadership to the Business Support function to ensure high performance within a networked operating model
- Facilitates change and innovation, building a team culture that encourages innovative, smart and collaborative working
- Listens to, and works with colleagues to develop team goals in line with corporate strategy, and influences and motivates others to achieve this

Commissioning and Performance Management

- Commissions services and activities to secure the best outcomes for service users and deliver optimum value for money, in line with the Council's commissioning and contract management frameworks
- Translates internal and external intelligence in order to continually adapt and improve the services in line with demand
- Manages the performance of the team, working with colleagues to define outcomes, set targets and monitor performance, within a culture of continual improvement
- Develops operational plans to ensure that the resources within the teams are used to best effect and impact

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- Ensures that the best use is made of financial resources and achieves balanced budgets and income and savings targets, as required.

Customers and Partners

- Builds strong working partnerships across the public, private and voluntary sectors to enable the service to be delivered in an outcome-focused and efficient way
- Promotes community cohesion and Kingston's commitment to valuing diversity, ensuring the development and implementation of effective social inclusion

Digital/New Ways of Working

- Continually looks for ways to improve and modernise our service to customers, including developing and implementing digital/automated processes and eliminating paper wherever possible.
- Champions the use of new technologies, particularly Google, to enable modern working practices to thrive.

Delivery

- Focus on multiple aspects of change including changes to delivery models, business processes, systems and technology, roles, structures and cultures.
- Facilitate change workshops to increase employee awareness of the transformation activities across the organisation and encourage their input into service design work.
- Accurate and timely reporting of change initiatives within the programme and status updates.
- Work with colleagues across the Kingston Transformation Network and other stakeholders to drive the transformation and continuous improvement agenda across people, process and digital.
- Work with project Sponsors, Senior Responsible Officers and other service leads to help establish and/or manage processes for monitoring and tracking benefit realisation of change and transformation projects.
- Work closely with colleagues across the organisation to translate vision into tangible actions and outcomes. Support the creation and delivery of RBKs Corporate Plan and other strategies.
- Lead on the development of business cases for change and or growth which support the delivery of RBKs Transformation programme. Develop and drive business cases through all governance structures.
- Question and challenge conventional thinking, with a continual eye on strategic opportunities in terms of the corporate context and wider environment that RBK operates within.

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- Maintain effective stakeholder management, keeping staff and stakeholders informed of information that affects them.
- Display commercial confidence and the financial management skills to bring about demonstrable improvements in efficiency, value for money and income generation through the project and change work you lead.
- Responsible for implementing and sustaining effective project management in specific projects across RBK and its partners involved in the programme using RBK approved Agile based methodologies.
- In a project management role, to lead and manage a project within the organisation's transformation programme, throughout the project life cycle, aligning activity to organisational ambitions, pressures and objectives.
- Identify and implement opportunities for streamlining work activities to make the Service more efficient, and as part of this maintain and update service related documentation and processes in line with ISO 9001 quality standard.

Equality and Diversity

- Embeds equity, equality, fairness and diversity into all aspects of team management and service delivery

Corporate responsibilities

Kingston Council requires managers to undertake and support a range of important corporate responsibilities including:

- GDPR
- Election duties
- Emergency planning and business continuity
- Engagement & Collaboration
- Health and Safety
- Safeguarding – protection of vulnerable adults and children
- Volunteering/social impact
- Complaints handling and investigation

NB. The requirements of this post could include attending meetings and other events outside normal hours as expected with a post of this nature and the postholder will need to manage their work life balance flexibly to meet the needs of the role.

The person

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In order to successfully deliver the responsibilities of the role, you will need to:

- Have strong leadership skills, modelling a performance culture and constructively building achievement, confidence and skills in others
- Question and challenge conventional thinking, with a continual eye on the bigger picture in terms of the corporate context and external environment
- Role model agility and adaptability in mindset and ways of working
- Work successfully with key stakeholders including Members, residents, businesses, communities, partner organisations and other public services
- Demonstrate commitment to own personal and professional development to meet the changing demands of the role
- Demonstrate a high level of innovation and creativity.
- Build good relationships with BS Operations Manager and service stakeholders to identify areas of improvement for systems/processes
- Take responsibility for relevant project administration including organising meetings and workshops, prepare and maintain project documentation, prepare collate and distribute meeting papers, ensure any project actions are noted and followed up
- Inspire and act as an ambassador for continuous improvement across Business Support
- Ability to Analyse as-is business processes then identify to-be processes that remove duplication and improve efficiency
- Ability to work with colleagues to establish new processes. This will include areas of digital transformation (eg Robotic Process Automation)
- Ability to use project management methodologies and change management techniques to support and deliver projects

Our leadership competencies

Leadership

- Ability to demonstrate successful leadership and build a strong, capable and highly motivated team

Partnering for Excellence

- Ability to apply commercial judgement to make decisions that will deliver cost efficient and effective results for Kingston Council and the Kingston community

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Communication and Influencing

- An ability to understand and respond to the evolving economic and social environment within which Kingston Council operates
- Seeks, listens to and responds to the views and ideas of staff and customers
- Keeps staff informed of information that affects them

Putting the Customer First

- Demonstrate a strong commitment to service excellence, customer care and continuous improvement
- Identify and understand the needs of both internal and external customers by providing excellent customer service in all areas of Council business

Being the Best

- Support performance improvement by challenging the status quo and providing enough scope for staff to experiment with new or innovative solutions

Our Values

Being an enabling council is a key principle that runs through our organisational development and is embedded in everything we do. Underpinning this are the following values:

Innovative:

- Promote a culture that encourages creativity
- Embrace new ideas and ways of working
- Ambitious to push the boundaries to realise potential

Open:

- Respect and recognition - everyone has a voice that is heard and we are all valued
- Collaborative - working together with new and existing partners
- Empowering staff and residents to encourage informed decision-making
- Inspire trust by acting with integrity in all we do

Smart:

- Commercial acumen to find solutions and best value



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- Agile working
- Customer driven, listening and responding to consistently deliver excellence