

Project Delivery Officer (Kent Advice Hub)

Job pack

Thank you for your interest in working at North & West Kent Citizens Advice and Kent Law Centre. This job pack should give you everything you need to know to apply for this role and what it means to work at Citizens Advice.

In this pack you will find information about:

- About North & West Kent Citizens Advice and Kent Law Centre
- The role profile and person specification
- Benefits of working for us
- How to apply

**This role is funded by Kent County Council
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About North & West Kent Citizens Advice and Kent Law Centre

North & West Kent Citizens Advice and Kent Law Centre (CAKLC) is an independent charity affiliated with national Citizens Advice and the Law Centre Network. **We are a dynamic, forward-thinking organisation delivering a wide range of high-quality advice services across the area.** Our work gives people the knowledge and confidence they need to find their way forward — whoever they are and whatever their problem.

Through our **generalist advice services**, we support a population of more than 650,000 people across North and West Kent. We operate from seven permanent offices in Dartford, Gravesham, Sevenoaks, Swanley, Tonbridge, Tunbridge Wells and Folkestone, alongside a number of in-person and video outreach services across the county. Our **specialist legal advice** covers immigration, housing and homelessness, welfare benefits, debt, family, employment, and fuel poverty and energy. We hold legal aid contracts in housing, debt and welfare benefits, and immigration and asylum, ensuring that vulnerable people across Kent can access high-quality, free legal advice.

Demand for our services continues to grow, and we have responded by adopting innovative and flexible ways of engaging with hard-to-reach communities while maximising the impact of our limited resources. Last year, we supported over 19,000 clients, helping them to resolve their immediate problems, build knowledge to prevent future issues, and feel empowered to take control of their own situations.

This is an exciting time to join our organisation. We have deep roots in our local community, dating back to World War II, and have been providing free advice to residents of North and West Kent ever since. While our status as a Law Centre is more recent — having joined the Law Centre Network in November 2025 — it builds on decades of experience in social justice work and reflects our ambition to become a genuine 'one-stop shop' advice service for the county.

We hope you will want to be part of this journey with us.

The role

Job Title	Project Delivery Officer (Kent Advice Hub)
Hours	Full-time: 35 hours per week, Monday to Friday.
Salary	£28,373.80 per annum.
Status	Permanent
Location	Hybrid working in North & West Kent A CAKLC office base in Gravesend, Dartford, Swanley, Sevenoaks, Tonbridge or Tunbridge Wells in Kent. Regular travel around Kent will be needed to meet with potential and existing partners and to promote the Kent Advice Hub. For this reason, you must be able to travel without reliance on public transport. There will be scope for some home working, depending on needs of the service.

Are you an organised, proactive relationship-builder who enjoys turning good ideas into services that make a real difference?

This is an exciting opportunity to help shape and grow the Kent Advice Hub - an innovative county-wide service making free, confidential advice easier to access through video calls and community-based kiosks. By bringing advice into familiar local settings, the service helps people get support earlier, before problems reach crisis point.

As Project Delivery Officer, you will be at the heart of the Hub's development. You will coordinate activity across the service, support kiosk hosts and delivery teams, build strong relationships with community organisations and other partners, and use insight

and performance information to identify practical improvements. This is a varied, outward-facing role with genuine scope to take initiative, solve problems and turn opportunities into action. You will join a collaborative team committed to widening access to advice and achieving better outcomes for people across Kent.

If you combine strong organisation and communication skills with curiosity, initiative and a commitment to social justice, we would love to hear from you.

Job Purpose:

To coordinate the effective delivery and continued development of the Kent Advice Hub, working with colleagues and partners to expand access to high-quality advice across Kent. The role will support day-to-day operations, monitor performance and turn insight into practical service improvements.

Main Duties:

Project Coordination

- Support the delivery of all Kent Advice Hub project activities.
- Develop and implement project plans, timelines and delivery schedules.
- Coordinate activities across participating Citizens Advice offices delivering the service.
- Monitor progress against agreed outputs, outcomes and performance targets.
- Ensure project records, documentation and audit trails are maintained accurately.
- Coordinate project meetings, preparing agendas, reports, action logs and follow-up actions.

Operational Delivery

- Assist with the smooth operation of the Kent Advice Hub video advice service and community kiosk network through direct operational support.
- Work with advisers and operational teams to identify service issues and implement improvements.

- Support the coordination of adviser resources and service capacity where required.
- Help develop and maintain operational procedures and guidance.
- Ensure clients experience an accessible, welcoming and effective service.

Partnership and Stakeholder Engagement

- Develop positive working relationships with local authorities, community organisations, referral agencies and other stakeholders.
- Build engagement with community venues hosting Kent Advice Hub kiosks.
- Attend meetings, events and partnership forums as required.
- Promote the service and increase awareness of advice provision across Kent.
- Support the development of new partnerships that improve access to advice.

Performance Monitoring and Reporting

- Collect, analyse and report on project data and performance information.
- Produce monitoring reports for funders, managers and stakeholders.
- Support the collection of client feedback, case studies and impact evidence.
- Identify emerging trends, risks and opportunities for service improvement.
- Contribute to evaluation activities and continuous improvement processes.

Service Development

- Identify opportunities to expand and strengthen the Kent Advice Hub.
- Support pilot projects, new delivery methods and innovative approaches to service access.
- Contribute to funding reports, project proposals and sustainability planning.
- Research emerging needs and best practice within the advice sector.

Other duties and responsibilities

- Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service.
- Demonstrate commitment to the aims and policies of CAKLC.
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.

Person specification:

	Essential / Desirable
Knowledge and Experience	
Experience of successfully coordinating projects or services at any scale	Essential
Experience of collecting, analysing and reporting performance data.	Essential
Experience of producing reports, presentations and project documentation.	Essential
Experience of working with others, including multiple partners or stakeholders.	Desirable
Demonstrable interest in supporting vulnerable people in your community.	Desirable
Skills & Abilities	
Excellent verbal and written communication skills.	Essential
Strong administration and organisational skills.	Essential
Excellent digital skills ((good knowledge of Microsoft Office/Google suites, email, search engines, internet security and social media).	Essential
Ability to prioritise your own work, including managing competing priorities, and meet deadlines.	Essential
Ability to work independently and take initiative	Essential
Ability to build productive working relationships at all levels.	Essential
Strong problem-solving capability.	Essential
Ability to interpret performance information and identify service improvements.	Essential
Be non-judgmental and respect views, values and cultures that are different to your own.	Essential
Ability to travel across North & West Kent without reliance on public transport (Travel expenses will be reimbursed)	Essential
Personal Attributes	
Enthusiastic, flexible and adaptable approach	Essential
Reliable and responsible with a strong sense of accountability	Essential
Collaborative and supportive team member	Essential
Commitment to CAKLC's mission and values	Essential
Other Requirements	
Willingness to undertake training relevant to the role	Essential

Benefits of Working for Us

At North & West Kent Citizens Advice and Kent Law Centre, we aim to offer a friendly and supportive work environment and the chance to make a real difference to the lives of people in Kent.

We want our staff to feel appreciated and well rewarded for the valuable work they do, so we try to offer generous benefits to our employees including:

- Payment of professional fees and memberships.
- A 35-hour working week, with flexibility where needed.
- 30 days annual leave days (including bank holidays) for full time staff, plus 4 additional days leave between Christmas and New Year.
- Policies that support a healthy work-life balance.
- Pension scheme.
- Commitment to continued professional development, with opportunities to build skills in new areas.
- Comfortable offices in town centre locations.

Promoting equality, valuing diversity and working inclusively are integral to our ethos as an employer and service provider. We will take steps to recruit from the widest pool of qualified candidates practicable, ensuring that employment opportunities are open and accessible to all on the basis of their individual qualities and personal merit.

We are a Disability Confident Employer.

How to apply

To apply for this role, **please complete an [application form](#) and [diversity monitoring form](#) and email to: ann.starke@nwkent.cab.org.uk**

There is no closing date for this role. We will review applications as they are received and will keep the vacancy open until a successful appointment has been made. If you are interested, we encourage you to apply as soon as possible.