

JOB REMIT

Role	Head of Private Office	Team	Strategy & Corporate Planning
Reports To	Head of Service - Strategy	Directorate	Strategy
Responsible For	Private Office	Budget	
Post Reference		Grade	3
Purpose of the Role			
The Head of Private Office provides personal support to the Deputy Mayor for Policing and Crime, as well as the prioritisation and coordination of advice to and from MOPAC's wider organisation and the delivery of the DMPC's priorities. The Head of Private Office will ensure that the Deputy Mayor's priorities are understood and programmed for delivery by MOPAC and the MPS regularly, that the workload is prioritised accordingly and the resulting products are of sufficient quality before being passed to the Deputy Mayor or Mayor's office. In addition, the role line manages those responsible for all Executive support to senior managers, as well as the process of correspondence, Mayoral Questions, PCC appearances, oversight functions and briefing for key senior meetings in order to maintain a good reputation throughout City Hall and with partners, stakeholders and others that provides a 'licence to operate' for MOPAC.			
Main Duties and Key Accountabilities of the jobholder			
• Personal support – Provide personal advice on strategic matters and policy support to the Deputy Mayor, ensuring that this is conducted in harmony with the Deputy Mayor's Policy Officer (a direct report). Oversee the production of minutes and formal feedback by others in the Private Office team, as well as conducting this personally as required. Represent the DMPC at meetings as and when required; • Prioritisation – Ensuring that the Private Office team regularly understand the prioritised order of issues facing the Deputy Mayor and plan the diary and briefings/decisions flow accordingly. The Head of Private Office is also responsible for ensuring that these priorities are conveyed to, and delivered by, the wider organisation, and externally as required; • Managing relationships – Working within City Hall, with the MPS and others to support and improve key relationships with MOPAC and identify and trouble-shoot issues that arise on an ongoing basis, working with the MOPAC senior leadership team. Grip critical issues on behalf of the DMPC, working with colleagues to deliver priorities; • Co-ordination and quality – Oversight of the production of briefing materials and advice to the Deputy Mayor, Chief Executive and Mayor. Ensuring that overlapping issues are coordinated and aligned. When material is produced ensure that it is of sufficient quality, including the use of coaching others to the right standard; • Process improvement – Responsible for the production and flow of all briefing, decision and information submissions, Mayoral Questions, correspondence, FOI, Information Governance etc. Improve the efficiency and effectiveness of this service. Including by ensuring that it meets all strategic needs and implement change as required. This should include learning from similar organisations and exploring digital and other innovative process improvements; • Building capability – Responsible for a large private office staff, ensuring that they are given sufficient			

breadth in their roles to develop personally and professionally, including the use of training, experiences and coaching;

- Supporting staff across MOPAC and the Mayor's Office to ensure coordination and good communications

Working Relationships and Contacts

Liaison with external stakeholders to represent the views of the Deputy Mayor on the most significant issues, as required. Close working with the Deputy Mayor for Policing and Crime, senior managers in MOPAC, Victims' Commissioner, the Mayoral Directors, GLA colleagues including press office, the MPS and local authorities.

Role Requirements

Required Competencies

- Significant experience of working in a political environment, able to prioritise according to a Principal's needs and strategic objectives, as well as identifying those issues most likely to require mitigation;
- Ability to articulate succinctly the strategic priorities of an organisation and/or Principal, with the ability to convey these clearly and simply to a wider group of colleagues;
- Ability to contribute to strategy and influence at a senior management level, including regular liaison with senior politicians and Advisors.
- Ability to motivate and manage people and teams to achieve agreed objectives and outcomes
- Excellent communication and presentation skills.
- Experience of building constructive relationships with external partners to deliver MOPAC priorities.
- A good working knowledge of policing and criminal justice policies
- Ability to work across teams and directorates effectively to deliver MOPAC priorities.
- A proven track record of working in a high paced and conflicting environment, able to identify which issues require attention and delegate accordingly.

MOPAC Organisational Values

The work MOPAC performs makes a significant contribution to the safety and security of Londoners and the organisation seeks to maintain and build trust and confidence with all its partners and the public it serves in discharging this important responsibility. To achieve this all MOPAC employees are expected to uphold the standards expected of those working in public service and demonstrate the following values in all they do;

Leadership; Supporting and challenging ourselves and others to make Londoners safer

Contribution; Giving our best in our roles and helping colleagues to achieve and develop in theirs

Innovation; Willing to try new ideas to make things better, using research and evidence to prove what works and to learn from what doesn't

Cooperation; Bringing people and organisations together to better serve Londoners

Honesty; Doing the right thing - behaving ethically, with integrity, impartiality and transparency

Respect; Treating others as we would like to be treated ourselves

General Responsibilities
• To adhere to MOPAC's Equality & Diversity and Equal Opportunities policies in all activities. • To be responsible for your own health and safety and that of your colleagues and all others in the workplace, in accordance with MOPAC Health and Safety policies. • To work in accordance with data protection policies and adhere to Freedom of Information policies where appropriate. • To undertake such other duties as may be reasonably expected.
Management Responsibilities
Responsible for the effective management of performance and capacity with direct reports (Executive Assistants, Corporate Administration Manager, Information Governance Manager, DMPC Policy Officer, Briefing Manager), confidently resolving people issues and supporting team members in their professional development and designing individual, team and corporate development.

MOPAC COMPETENCY FRAMEWORK

Manager/Senior Specialist Competencies applicable to this post;

1 Delivering Outcomes

Delivers quality outcomes to meet objectives

Works in partnership to support the delivery of relevant objectives. Ensures a high quality service, balancing the needs of customers and stakeholders. Manages a range of tasks, delivering to time and quality, and monitoring the performance of others where relevant. Adapts and responds to shifting priorities. Deals with challenges and generates solutions. Reviews working practices and acts to improve service delivery.

Manages work through informed and reliable judgement

Implements plans and considers contingencies. Gathers and evaluates information to inform decision-making, and minimise risk where practicable. Provides guidance and support, seeking it where appropriate. Takes responsibility to promote improvement by identifying, sharing and applying lessons learnt.

2 Organisational Influence

Provides strong leadership

Provides visible, approachable leadership and leads by example. Values and motivates colleagues, dealing with their concerns in a consultative way. Actively demonstrates the promotion of equality and valuing of diversity and helps others to do so. Develops from own experience and supports the development of others where relevant. Takes account of how own behaviour affects others.

Ensures professional standards are upheld and that senior decisions are acted upon. Manages performance and staff issues appropriately and fairly where relevant. Shows initiative, personal resilience and motivation to deliver a quality service, demonstrating ownership over area of

responsibility. Upholds legislation, regulations and policy, acting with integrity, and challenging those who do not.

Develops effective communications and working relationships

Builds effective relationships with customers, colleagues and stakeholders. Communicates effectively and inclusively with customers, senior managers and team members. Ensures clear, two-way communication through listening and responding appropriately, learning and sharing information. Works collaboratively across and outside of MOPAC where practicable, upholding organisational reputation.

3 Productivity

Manages the right resources to enable effective working

Plans and prioritises work, aligning resources to achieve local objectives. Distributes work fairly according to capacity, knowledge and skills where relevant. Uses MOPAC resources ethically and appropriately, ensuring others do the same.

Ensures efficient working

Ensures and encourages efficient working. Makes sound workload and deployment judgements to maximise efficiency appropriately. Reviews working practices and strives to improve efficiency.