

Job Description

Job title: Senior Advisor to the Mayor, Stakeholder Relations

Grade: 13

Directorate: Mayor's Office

Unit: Private Office

Job Purpose

To support the Mayor, Deputy Mayors and Mayoral Directors by providing high level support and advice to build and maintain effective relationships with all internal and external stakeholders.

Principal Accountabilities

1. Advise and provide high level strategic support to the Mayor and Mayoral Directors, in delivering the Mayor's priorities.
2. Lead on the Mayor's meetings with senior key stakeholders and co-ordinate and proactively develop relationships which ensure the Mayor is well received.
3. Develop and manage a stakeholder engagement strategy for the Mayor, and provide specialist advice in its implementation.
4. Develop a programme of strategic liaison meetings for the Mayor with significant stakeholders to effectively manage relationships with internal and external contacts
5. Initiate and foster new partnerships and networks and play a key role in driving forward the ambitious plans of the Mayor to establish his programme of engagement, discussion, and dialogue with key stakeholders.
6. Liaise with policy teams to maintain effective and proactive relationships with key players across a range of associated bodies and organisations.
7. Lead on the establishment standards and systems for stakeholder engagement and relationship building for all teams across the Authority to ensure consistency of approach to meet the Mayor's expectations that fully reflect the political and related dynamics necessary for partners to have confidence in the GLA.
8. Review and monitor the stakeholder relations activity across the functional bodies and where necessary recommend developments to their processes and standards to ensure there is a consistency of approach to relationship building, stakeholder engagement, and Mayoral representation across the group.
9. Realise the benefits of a flexible approach to work in undertaking the duties and responsibilities of this job, and participating in multi-disciplinary cross-department and cross-organisational groups and teams.
10. Realise the benefits of London's diversity by promoting and enabling equality of opportunities and promoting the diverse needs and aspirations of London's communities.

11. Deputise for the Mayoral Director, Political and Public Affairs where necessary

Dimensions

Accountable to: Mayoral Director, Political and Public Affairs with a dotted line to the Mayoral Director, External and International Affairs

Accountable for: Resources assigned to the role.

Person Specification

Technical requirements/qualifications/experience

1. Knowledge and understanding of central regional and local government.
2. Written and verbal skills appropriate to communicate with a wide range of audiences and in the context of a complex political organisation
3. An in-depth knowledge of the portfolio of the Mayoral Director Political and Public Affairs
4. Extensive experience of providing high level analysis and advice
5. Extensive experience of building and maintaining relationships with a wide range of stakeholders including MPs, Borough representatives, community groups and other key contacts

Behavioural Competencies

Building and Managing Relationships

... is developing rapport and working effectively with a diverse range of people, sharing knowledge and skills to deliver shared goals.

Level 4 indicators of effective performance

- Identifies and engages a diverse range of influential contacts within stakeholder and community groups, and partner organisations
- Builds alliances to establish mutually beneficial working arrangements, openly sharing knowledge and insights
- Actively challenges and addresses 'silo attitudes' to encourage effective relationship building inside and outside the GLA
- Understands the complexities of political dynamics and uses this to manage relationships and resolve conflict effectively
- Identifies clear win-win situations with external partners

Stakeholder Focus

... is consulting with, listening to and understanding the needs of those our work impacts and using this knowledge to shape what we do and manage others' expectations.

Level 4 indicators of effective performance

- Adapts objectives and the GLA's public facing position based on the context behind stakeholder needs and requests

- Builds the GLA's reputation as an organisation committed to meeting the needs of Londoners
- Manages partner organisations' and Londoners' expectations of the GLA by anticipating and influencing changing priorities
- Instils a culture that encourages GLA staff to think about meeting Londoners' needs first
- Builds the confidence of staff, partner organisations and Londoners by ensuring the GLA delivers quality work

Communicating and Influencing

... is presenting information and arguments clearly and convincingly so that others see us as credible and articulate, and engage with us.

Level 4 indicators of effective performance

- Articulates self with credibility and conviction, encouraging buy-in to corporate position
- Influences the thinking of other organisations, encouraging them to deliver in line with the GLA
- Ensures that the organisation communicates inclusively with staff and external stakeholders
- Acts as a credible and convincing spokesperson and negotiator for the GLA
- Instils a corporate commitment to accessible communication

Strategic Thinking

...is using an understanding of the bigger picture to uncover potential challenges and opportunities for the long term and turning these into a compelling vision for action.

Level 4 indicators of effective performance

- Develops a positive and compelling vision of London's future potential, demonstrating confidence in the strategic direction of the GLA
- Translates an understanding of the compel and diverse threats and issues facing London into positive action
- Proactively involves partners in strategic thinking, incorporating their views into plans and working with them to align strategic priorities
- Sets organisational priorities by identifying where time and investment is needed most
- Generates and leads strategic initiatives that reflect the GLA's position as a regional authority

Decision Making

... is forming sound, evidence-based judgements, making choices, assessing risks to delivery, and taking accountability for results.

Level 4 indicators of effective performance

- Makes difficult decisions for the long term benefit of the organisation
- Presents and instils confidence in strategic decision-making
- Consults stakeholders early in critical organisation-wide decisions
- Stands by the decisions and actions of the GLA
- Accepts and promotes accountability for the GLA's decision making

- Ensures the organisation balances effective risk management with the need for timely actions

Organisational Awareness

... is understanding and being sensitive to organisational dynamics, culture and politics across and beyond the GLA and shaping our approach accordingly.

Level 4 indicators of effective performance

- Focuses on the needs of Londoners, promoting organisational awareness of how they impact GLA priorities
- Anticipates and responds appropriately and professionally to political pressure, inspiring confidence and trust from politicians
- Shapes senior stakeholders' perceptions of the GLA, using their influence to support the GLA agenda
- Influences Londoners' perceptions of the GLA, using the Media where appropriate
- Leads the organisation by setting the highest standard in upholding integrity and ethical behaviour

Responding to Pressure and Change

... is being flexible and adapting positively, to sustain performance when the situation changes, workload increases, tensions rise or priorities shift.

Level 4 indicators of effective performance

- Demonstrates resilience in the face of challenge from staff, media and partner organisations
- Promotes the GLA as a flexible organisation, responding to the changing needs of Londoners
- Shows positivity in the face of external pressure, minimising negative impact
- Drives a culture of continuous improvement
- Sets the direction for organisational development and ensures effective communication of change initiatives

Reasonable adjustment

Reasonable adjustment will be made to working arrangements to accommodate a person with a disability who otherwise would be prevented from undertaking the work

Job Description

Job title:	Deputy Head of Mayor's Private Office	
Grade:	8	Post number: GLA3259
Directorate:	Mayor's Office	
Unit:	Private Office	

Job purpose

To provide day to day support to the Head of Mayor's Private Office in helping co-ordinate the Mayor's activities, monitoring all correspondence, and ensuring effective record-keeping so that all outcomes from meetings are actioned appropriately.

Principal accountabilities

1. To support of the Head of Mayor's Private Office, be responsible for ensuring the effective and efficient operation of the Mayor's Office by managing the day to day flow of papers, correspondence and briefing materials.
2. Monitor and advise on all correspondence that is managed through the Mayor's Private Office including letters, responses to public correspondence and communication with the Assembly.
3. Process, circulate and respond as appropriate to incoming mail, including researching and drafting replies for the Mayor, and progress-chasing as appropriate.
4. Commission on behalf of the Mayor as required research into a range of issues, and prepare reports, briefing and position papers.
5. Record and collate data and statistical information, producing analyses and reports as required.
6. Ensure that the Mayor is properly briefed on, and familiar with, the agenda in advance of all meetings of the Authority and its related organisations as appropriate.
7. Attend meetings, take formal records or minutes, process these in accordance with the Authority's standards and requirements, and monitor actions taken on decisions made.
8. Proactively build effective relationships on behalf of the Mayor with staff at all levels within the GLA, functional bodies, government, and with Assembly Members and external stakeholders as necessary. Develop a range of contacts on behalf of the Mayor; build effective working relationships with these contacts and represent the Mayor's views.
9. Ensure that either directly or through colleagues, the Mayor has the appropriate GLA core support for meetings and external visits as necessary.

10. Attend meetings and accompany the Mayor as necessary and where necessary, act as a trouble-shooter in resolving issues on behalf of the Mayor.
11. Contribute to the development of effective information systems, in conjunction with other members of the Mayor's Office and senior managers of the Authority, to support the Mayor in fulfilling his role.
12. Realise the benefits of London's diversity by ensuring that equalities and inclusiveness are given appropriate consideration in all aspects of the work of the private office and follow best practice to create a working environment that offers true equality of opportunity.
13. Realise the benefits of a flexible approach to work in undertaking the duties and responsibilities of this job, and participating in multi-disciplinary, cross-department and cross-organisational groups and task teams.

Dimensions

Accountable to: Head of the Mayor's Private Office

Accountable for: No line management responsibilities

Principal Accountabilities: The Mayor, Mayoral appointees, members of the Private Office team and other staff of the GLA and functional bodies

Person specification

Technical requirements/qualifications/experience

- a) Experience of working in a political and fast-moving environment and ability to work closely with politicians and senior staff;
- b)
- c) Ability to provide research support on a wide range of topics, to assimilate information and review correspondence in a political environment.

Behavioural Competencies

Building and managing relationships

.. is developing rapport and working effectively with a diverse range of people, sharing knowledge and skills to deliver shared goals.

Level 2 indicators of effective performance

- Develops new professional relationships
- Understands the needs of others, the constraints they face and the levers to their engagement
- Understands differences, anticipates areas of conflict and takes action
- Fosters an environment where others feel respected

- Identifies opportunities for joint working to minimise duplication and deliver shared goals

Communicating and influencing

.... is presenting information and arguments clearly and convincingly so that others see us as credible and articulate and engage with us.

Level 2 indicators of effective performance

- Communicates openly and inclusively with internal and external stakeholders
- Clearly articulates the key points of an argument both in verbal and written communication
- Persuades others, using evidence based knowledge, modifying approach to deliver message effectively
- Challenges the views of others in an open and constructive way
- Presents a credible and positive image both internally and externally

Organisational awareness

.... Is understanding and being sensitive to organisational dynamics, culture and politics across and beyond the GLA and shaping our approach accordingly

Level 2 indicators of effective performance

- Challenges unethical behaviour
- Uses understanding of the GLA's complex partnership arrangements to deliver effectively
- Recognises how political changes and sensitives impact on own and team's work
- Is aware of the changing needs of Londoners, anticipating resulting changes for work agendas
- Follows the GLA's position in the media and understands how it impacts on work

Responding to pressure and change

... is being flexible and adapting positively, to sustain performance when the situation changes, workload increases, tensions rise or priorities shift.

Level 2 indicators of effective performance

- Maintains a focus on key priorities and deliverables, staying resilient in the face of pressure
- Anticipates and adapts flexibly to changing requirements
- Uses challenges as an opportunity to learn and improve
- Participates fully and encourages others to engage in change initiatives
- Manages team's well-being, supporting them to cope with pressure and change

Stakeholder focus

.... Is consulting with, listening to and understanding the needs of those our work impacts and using this knowledge to shape what we do and manage others' expectations

Level 3 indicators of effective performance

- Understands diverse stakeholder needs and tailors team deliverables accordingly
- Is a role model to others, encouraging them to think of Londoner's first
- Manages stakeholder expectations, so they are high but realistic

- Removes barriers to understanding the needs of diverse stakeholders, including hard to reach groups
- Focuses own and team's efforts on delivering a quality and committed service

Planning and organising

..... is thinking ahead, managing time, priorities and risk, and developing structured and efficient approaches to deliver work on time and to a high standards.

Level 2 indicators of effective performance

- Priorities work in line with key team or project deliverables
- Makes contingency plans to account for changing work priorities, deadlines and milestones
- Identifies and consults with sponsors or stakeholders in planning work
- Pays close attention to detail, ensuring team's work is delivered to a high standard
- Negotiates realistic timescales for work delivery, ensuring team deliverables can be met

Reasonable adjustment

Reasonable adjustment will be made to working arrangements to accommodate a person with a disability who otherwise would be prevented from undertaking the work.

JOB DESCRIPTION

Diary Secretary to The Mayor – Grade 7

Job Purpose

1. Organise and manage the Mayor's diary and visits, to ensure the most efficient and effective use of the Mayor's time.
2. Provide an effective interface between the mayor and external business, community, government and other organisations, as well as members of the communities across London.
3. Provide secretarial and administrative support services to the Mayor which are responsive to their needs and contribute to making their role effective.

Principal Accountabilities

- Organise the Mayor's diary, including managing a "bring-forward" system arranging appointments, and organising visits.
- Keep the Mayor's electronic diary constantly updated, and ensure consistency with paper diaries as appropriate.
- Ensure that briefings and papers for meetings are provided on time and at the appropriate locations.
- Make arrangements in connection with visits made by the Mayor, including travel, accommodation and accompanying hospitality arrangements.
- Act as the first point of contact for all external requests for meetings with the mayor, handle all enquiries courteously and sensitively, and ensure that the correct protocols for handling telephone calls are followed.
- Initiate follow-up action as appropriate and ensure that the action is followed through.
- Assist in organising and maintaining systems for the storage and retrieval of information, and file documents.
- Utilise resources allocated to the job in accordance with the Authority's policies and Code of Ethics and Standards.
- Realise the benefits of London's diversity by promoting and enabling equality of opportunities, and promoting the diverse needs and aspirations of London's communities.
- Realise the benefits of a flexible approach to work in undertaking the duties and responsibilities of this job, and participating in multi-disciplinary cross-department and cross-organisational groups and project teams.

Key Relationships

Accountable to:	Office Administrator
Accountable for:	Resources allocated to the job.
Principal contacts:	The Mayor, senior managers of the Authority and Functional Bodies, and external organisations.

Essential Attributes:

1. Evidence of at least two year's successful experience working in a comparable environment which has included managing the diary of a high profile political figure.
2. A thorough knowledge of the geography of London and its environs.
3. Well-developed personal and written communication skills, including the ability to communicate with a wide range of senior internal and external contacts.
4. Evidence of success in building and forming working relationships, and working flexibly, across professional and operational boundaries.
5. Ability to operate in a sensitive political environment.
6. A high level of expertise in the operation of standard office information and communication technology applications, including proficiency in word-processing and the ability to take copy from audio sources.
7. Ability to develop effective confidential information storage and retrieval systems.
8. Ability to engender trust and confidence, and demonstrate probity and integrity in the provision of advice and support on complex issues.
9. Ability to work on own initiative, accurately to tight deadlines, and to prioritise between conflicting demands.

Job Description

Job title: **Head of Operations**

Grade: **Grade 8** **Post number: 003262**

Directorate: **Mayor's Office**

Job purpose

To manage and provide advance and operational support for all of the Mayor's external events.

To support the Mayoral Director of External and International Affairs in ensuring the Mayor's priorities and activities are communicated to Londoners at set piece events and visits.

Principal accountabilities

1. To manage the Mayor's set piece events.
2. To plan such events and to visit and deal with all logistics arising for the proper staging and delivery of such events working closely and collaboratively with relevant GLA staff as appropriate.
3. To hold responsibility for producing a full briefing for all such events including logistics, background materials and to ensure that GLA staff are advised of the need for any follow up actions etc.
4. To work closely and co-operatively with colleagues within the Mayor's team, the Events Team and Press Team to provide these services and in particular to liaise and engage with others involved in the planning and delivery of other events involving the Mayor.
5. To develop the Mayor's itinerary for specific events as agreed including for Party conferences and international visits as appropriate.
6. To work with others to agree plans for all Mayor's external events including the Private Office, events team, press team and other GLA colleagues to ensure co-ordination of the Mayor's diary and commitments.
7. To ensure that any issues that arise at any event are identified, captured and communicated to the relevant person(s) within the GLA Group for any follow-up action or any commitments given by the Mayor are delivered.
8. Ensure that equalities and inclusiveness is given appropriate consideration in all aspects of the work of the private office and follow best practice to create a working environment that offers true equality of opportunity.
9. Realise the benefits of a flexible approach to work in undertaking the duties and responsibilities of this job, and participating in multi-disciplinary, cross-department and cross-organisational groups and task teams.

Key Relationships

Accountable to:	Mayoral Director – External and International Affairs – working closely with the Mayor’s Private Office.
Accountable for:	Resources allocated to the job
Principal contacts:	Mayor’s Private Office, Mayoral appointees, GLA staff and functional bodies’ staff.

Person specification

Technical requirements/experience/qualifications

1. Experience of working in a political environment, combined with an ability to work closely with politicians and senior staff
2. Experience of communications and events management and co-ordination and of working collaboratively within multi-disciplinary in a politically sensitive environment
3. Ability to keep abreast of policy development, political and legislative frameworks and use this to help prioritise work in a dynamic and ever changing environment

Behavioural Competencies

BUILDING AND MANAGING RELATIONSHIPS

... is developing rapport and working effectively with a diverse range of people, sharing knowledge and skills to deliver shared goals.

Why is it important?

Having good working relationships with colleagues and effective alliances with external partners will help create an organisation people want to work with, enabling more effective delivery of the organisation’s strategic priorities.

Level 2

Develops new professional relationships

Understands the needs of others, the constraints they face and the levers to their engagement

Understands differences, anticipates areas of conflict and takes action

Fosters an environment where others feel respected

Identifies opportunities for joint working to minimise duplication and deliver shared goals

STAKEHOLDER FOCUS

... is consulting with, listening to and understanding the needs of those our work impacts and using this knowledge to shape what we do and manage others’ expectations.

Why is it important?

Stakeholders are anyone (internal or external) on whom our work impacts. We need to manage their expectations, respond to their aspirations and use diverse views to shape our work and deliver our vision for London.

Level 2

Seeks to understand requirements, gathering extra information when needs are not clear

Presents the GLA positively by interacting effectively with stakeholders

Delivers a timely and accurate service

Understands the differing needs of stakeholders and adapts own service accordingly

Seeks and uses feedback from a variety of sources to improve the GLA's service to Londoners

DECISION MAKING

... is forming sound, evidence-based judgements, making choices, assessing risks to delivery, and taking accountability for results.

Why is it important?

The decisions we take have wide and far reaching implications and we need to be sure they are well founded, fair and will stand up to scrutiny.

Level 2

Takes decisions as necessary on the basis of the information available

Makes decisions without unnecessarily referring to others

Involves and consults internal and external stakeholders early in decisions that impact them

Identifies potential barriers to decision making and initiates action to move a situation forward

Demonstrates awareness of the GLA's decision making processes and how to use them

PLANNING AND ORGANISING

... is thinking ahead, managing time, priorities and risk, and developing structured and efficient approaches to deliver work on time and to a high standard.

Why is it important?

Success is measured by results. We will be judged by our ability to turn ideas and opportunities into concrete actions, working in partnership with others to deliver clear outcomes for Londoners in priority areas.

Level 2

Prioritises work in line with key team or project deliverables

Makes contingency plans to account for changing work priorities, deadlines and milestones

Identifies and consults with sponsors or stakeholders in planning work

Pays close attention to detail, ensuring team's work is delivered to a high standard

Negotiates realistic timescales for work delivery, ensuring team deliverables can be met

ORGANISATIONAL AWARENESS

... is understanding and being sensitive to organisational dynamics, culture and politics across and beyond the GLA and shaping our approach accordingly.

Why is it important?

We are a high profile organisation, balancing statutory responsibilities with different demands and agendas. Our decisions can have wide repercussions on Londoners and beyond so we need to be able to navigate carefully and sensitively.

Level 2

Challenges unethical behaviour

Uses understanding of the GLA's compel partnership arrangements to deliver effectively

Recognises how political changes and sensitivities impact on own and team's work

Is aware of the changing needs of Londoners, anticipating resulting changes for work agendas

Follows the GLA's position in the media and understands how it impacts on work

RESPONDING TO PRESSURE AND CHANGE

... is being flexible and adapting positively, to sustain performance when the situation changes, workload increases, tensions rise or priorities shift.

Why is it important?

We operate in a challenging social, economic and political context that is constantly changing. We need to respond to this positively and resiliently to ensure we continue to meet the needs and expectations of Londoners.

Level 2

Maintains a focus on key priorities and deliverables, staying resilient in the face of pressure

Anticipates and adapts flexibly to changing requirements

Uses challenges as an opportunity to learn and improve

Participates fully and encourages others to engage in change initiatives

Manages team's well-being, supporting them to cope with pressure and change

Reasonable adjustment

Reasonable adjustment will be made to working arrangements to accommodate a person with a disability who otherwise would be prevented from undertaking.

Job Description

Job Title: **Head of Mayor's Private Office**

Grade: **12**

Directorate: **The Mayor's Office** **Post number: GLA0016S**

Unit: **Private Office**

Job Purpose

1. To provide high level support and advice to the Mayor by:
 - Managing and leading a small team in the private office within the Mayor's Office which works to co-ordinate and support the Mayor's activities
 - Providing a high level gateway to the Mayor, leading decision-making on the Mayor's attendance at events and meetings, prioritising as required
 - Effective co-ordination and prioritisation of the work of the Mayor
 - Maintain the Mayor's personal relationships with key stakeholders in government, business and communities, both internationally and nationally.

Principal Accountabilities

1. Provide an effective and efficient gateway to and from the Mayor
2. To ensure the effective and efficient operation of the Mayor's activities
3. Overseeing the day to day flow of papers, meetings and wider business activities; ensuring the timely and effective response to mayoral correspondence; facilitating decision-making; and communicating the Mayor's decisions.
4. Analyse, summarise and advise the Mayor on submissions, correspondence, briefing and speeches as necessary, on a wide range of topics. Work with colleagues to ensure that all materials meet the Mayor's expectations and to provide answers and further information from colleagues as required by the Mayor.
5. Effectively lead and manage the small private office, including the Assistant Private Secretary to the Mayor and the Mayor's Diary Manager.
6. Proactively build effective relationships on behalf of the Mayor with staff at all levels within the GLA, functional bodies, government and with Assembly Members and external stakeholders as necessary.

7. Working with relevant colleagues, build relationships with key external public and private sector stakeholders on behalf of the Mayor and manage the prioritisation of these stakeholders' access to the Mayor.
8. Have oversight of all correspondence that is managed through the Mayor's Private Office including letters, responses to public correspondence and communication with the Assembly.
9. Take or arrange for notes to be taken of the Mayor's meetings as required, ensuring these are appropriately approved and communicated.
10. Ensure that either directly or through colleagues, the Mayor has the appropriate GLA core support for meetings and external visits, ensuring he is fully briefed and provided with on-the-spot advice as required.
11. Provide high quality advice and guidance to the Mayor. Where necessary, act as trouble-shooter in resolving difficult or sensitive issues on behalf of the Mayor.
12. Ensure that equalities and inclusiveness is given appropriate consideration in all aspects of the work of the private office and follow best practice to create a working environment that offers true equality of opportunity.

Key Relationships

Accountable to: The Mayor's Chief of Staff

Accountable for: Assistant Private Secretary to the Mayor
Mayor's Diary Secretary
Senior Aide to the Mayor
Deputy Head of the Mayor's Private Office
Mayor's Office Correspondence Manager
Other staff as agreed

Principal contacts: Mayoral appointees
Staff of the GLA and functional bodies

Key external stakeholders, including the Mayor's personal contacts

Assembly Members

Person specification

1. Technical requirements / experience / qualifications

- a) Strong ability to work in a complex political environment, combined with an ability to work closely with politicians and senior staff.
- b) Experience of effective direct line management of a team of people

- c) Proven ability to provide research and strategic policy analysis within a political or complex business environment, on a wide range of topics, assimilate information and review correspondence in a political environment.
- d) Ability to prioritise work in a dynamic and ever changing environment.

2. Behavioural Competencies

BUILDING AND MANAGING RELATIONSHIPS

... is developing rapport and working effectively with a diverse range of people, sharing knowledge and skills to deliver shared goals.

Level 4

- Identifies and engages a diverse range of influential contacts within stakeholder and community groups, and partner organisations
- Builds alliances to establish mutually beneficial working arrangements, openly sharing knowledge and insights
- Actively challenges and addresses 'silo attitudes' to encourage effective relationship building inside and outside the GLA
- Understands the complexities of political dynamics and uses this to manage relationships and resolve conflict effectively
- Identifies clear win-win situations with external partners

COMMUNICATING AND INFLUENCING

... is presenting information and arguments clearly and convincingly so that others see us as credible and articulate, and engage with us.

Level 3

- Encourages and supports teams in engaging in transparent and inclusive communication
- Influences others and gains buy-in using compelling, well thought through arguments
- Negotiates effectively to deliver GLA priorities
- Synthesises the complex viewpoints of others, recognises where compromise is necessary and brokers agreement
- Advocates positively for the GLA both within and outside the organisation

STRATEGIC THINKING

...is using an understanding of the bigger picture to uncover potential challenges and opportunities for the long term and turning these into a compelling vision for action.

Level 3

- Translates GLA vision and strategy into practical and tangible plans for own team or delivery partners
- Consistently takes account of the wider implications of team's actions for the GLA
- Encourages self and others to think about organisation's long term potential
- Informs strategy development by identifying gaps in current delivery or evidence
- Takes account of a wide range of public and partner needs to inform team's work

MANAGING AND DEVELOPING PERFORMANCE

... is setting high standards for oneself and others, guiding, motivating and developing them, to achieve high performance and meet the GLA's objectives and statutory obligations.

Level 3

- Motivates and inspires others to perform to their best, recognising and valuing their work and encouraging them to learn and reflect
- Sets clear direction and expectations and enables others to interpret competing priorities
- Agrees and monitors challenging, achievable performance objectives in line with GLA priorities
- Manages performance issues effectively to avoid adverse impact on team morale and performance
- Promotes a positive team culture that respects diversity and deals with barriers to inclusion

PLANNING AND ORGANISING

... is thinking ahead, managing time, priorities and risk, and developing structured and efficient approaches to deliver work on time and to a high standard.

Level 3

- Monitors allocation of resources, anticipating changing requirements that may impact work delivery
- Ensures evaluation processes are in place to measure project benefits
- Gains buy-in and commitment to project delivery from diverse stakeholders
- Implements quality measures to ensure directorate output is of a high standard
- Translates political vision into action plans and deliverables

PROBLEM SOLVING

... is analysing and interpreting situations from a variety of viewpoints and finding creative, workable and timely solutions.

Level 3

- Clarifies ambiguous problems, questioning assumptions to reach a fuller understanding
- Actively challenges the status quo to find new ways of doing things, looking for good practice
- Seeks and incorporates diverse perspectives to help produce workable strategies to address complex issues
- Initiates consultation on opportunities to improve work processes
- Supports the organisation to implement innovative suggestions

ORGANISATIONAL AWARENESS

... is understanding and being sensitive to organisational dynamics, culture and politics across and beyond the GLA and shaping our approach accordingly.

Level 4

- Focuses on the needs of Londoners, promoting organisational awareness of how they impact GLA priorities
- Anticipates and responds appropriately and professionally to political pressure, inspiring confidence and trust from politicians
- Shapes senior stakeholders' perceptions of the GLA, using their influence to support the GLA agenda
- Influences Londoners' perceptions of the GLA, using the Media where Appropriate
- Leads the organisation by setting the highest standard in upholding integrity and ethical behaviour

RESPONDING TO PRESSURE AND CHANGE

... is being flexible and adapting positively, to sustain performance when the situation changes, workload increases, tensions rise or priorities shift.

Level 3

- Clarifies direction and adapts to changing priorities and uncertain times
- Minimises the pressure of change for the directorate, lessening the impact for the team
- Uses change as an opportunity to improve ways of working, encouraging others' buy-in
- Keeps staff motivated and engaged during times of change, promoting the benefits
- Takes ownership for communicating change initiatives clearly, ensuring smooth implementation

Reasonable adjustment

Reasonable adjustment will be made to working arrangements to accommodate a person with a disability who otherwise would be prevented from undertaking the work.

Job Description

Job title: Mayoral Research and Support Officer

Grade: 7

Post number: GLA3264

Directorate: Mayor's Office

Job purpose

To assist the Mayor's speech writer in the production of briefings, speeches and press releases for the Mayor.

To assist the Senior Adviser to the Mayor for Stakeholder Relations in managing the Mayor's key stakeholder relationships.

Principal accountabilities

1. Produce briefings, assist in developing speeches and tailoring those for the audience the Mayor is addressing.
2. Undertaking original research on a range of topics as needed to inform speeches and other written material.
3. Assisting in developing press and media interventions which reflect the Mayor's priorities.
4. Drafting editorials, articles, briefings, statements and other written communications as required by the Mayor.
5. Aiding the Mayor's speechwriter in developing strategic communications plans and the running of the communications grid.
6. Ensuring the Mayor is well briefed ahead of media appearances, including drafting speaking notes, lines to take and Q&As.
7. To assist in the delivery of stakeholder plans for the Mayor's key stakeholders across Government, local Government, business, campaign groups and others.
8. To be contact for key stakeholders as appropriate.
9. To assist in ensuring key stakeholders are regularly kept up to date with the Mayor's work.
10. To assist in the production of briefings for the Mayor for meetings with key stakeholders.
11. To attend meetings with the Mayor with key stakeholders as appropriate.
12. Manage staff and resources in allocated to the job in accordance with the Authority's policies and Code of Ethics and Standards

13. Realise the benefits of a flexible approach to work in undertaking the duties and responsibilities of this job, and participating in multi-disciplinary, cross-department and cross-organisational groups and project teams

Key Relationships

Accountable to:	Mayoral Director Political and Public Affairs
Accountable for:	None
Principal contacts:	Mayoral Director for External and International Affairs, Mayoral Director for Communications, Head of Media, Mayor's Press Office, Senior Advisor to the Mayor for Stakeholder Relations, Mayor's Speechwriter, Senior Manager for Government Relations

Person specification

Technical requirements and experience

- a) Experience of managing multiple projects and programmes of work simultaneously with overseeing and steering progress of projects not within your direct control.
- b) Proven ability to provide research and strategic policy analysis within a political or complex business environment, on a wide range of topics, assimilate information and prepare speeches/briefs taking account of the incumbent sensitivities.
- c) An understanding of how the GLA's wish to take a strategic lead in combating discrimination and promoting equality of opportunity throughout London can be enhanced and supported by this role.
- d) Ability to keep abreast of policy development, political and legislative frameworks and use this to help prioritise work in a dynamic and ever changing environment.

Behavioural Competencies

Building & Managing Relationships

... is developing rapport and working effectively with a diverse range of people, sharing knowledge and skills to deliver shared goals.

Level 2 indicators of effective performance

- Develops new professional relationships
- Understands the needs of others, the constraints they face and the levers to their engagement
- Understands differences, anticipates areas of conflict and takes action
- Fosters an environment where others feel respected

- Identifies opportunities for joint working to minimise duplication and deliver shared goals

Communicating and Influencing

... is presenting information and arguments clearly and convincingly so that others see us as credible and articulate, and engage with us.

Level 2 indicators of effective performance

- Communicates openly and inclusively with internal and external stakeholders
- Clearly articulates the key points of an argument, both in verbal and written communication
- Persuades others, using evidence based knowledge, modifying approach to deliver message effectively
- Challenges the views of others in an open and constructive way
- Presents a credible and positive image both internally and externally

Decision Making

... is forming sound, evidence-based judgements, making choices, assessing risks to delivery, and taking accountability for results.

Level 2 indicators of effective performance

- Takes decisions as necessary on the basis of the information available
- Makes decisions without unnecessarily referring to others
- Involves and consults internal and external stakeholders early in decisions that impact them
- Identifies potential barriers to decision making and initiates action to move a situation forward
- Demonstrates awareness of the GLA's decision making processes and how to use them

Planning and Organising

... is thinking ahead, managing time, priorities and risk, and developing structured and efficient approaches to deliver work on time and to a high standard.

Level 3 indicators of effective performance

- Prioritises work in line with key team or project deliverables
- Makes contingency plans to account for changing work priorities, deadlines and milestones
- Identifies and consults with sponsors or stakeholders in planning work
- Pays close attention to detail, ensuring team's work is delivered to a high standard
- Negotiates realistic timescales for work delivery, ensuring team deliverables can be met

Research and Analysis

... is gathering intelligence (information, opinion and data) from varied sources, making sense of it, testing its validity and drawing conclusions that can lead to practical benefits.

Level 2 indicators of effective performance

- Proactively seeks new information sources to progress research agendas and address gaps in knowledge
- Grasps limitations of or assumptions behind data sources, disregarding those that lack quality
- Analyses and integrates qualitative and quantitative data to find new insights
- Translates research outcomes into concise, meaningful reports
- Identifies relevant and practical research questions for the future

Responding To Pressure And Change

... is being flexible and adapting positively, to sustain performance when the situation changes, workload increases, tensions rise or priorities shift.

Level 2 indicators of effective performance

- Maintains a focus on key priorities and deliverables, staying resilient in the face of pressure
- Anticipates and adapts flexibly to changing requirements
- Uses challenges as an opportunity to learn and improve
- Participates fully and encourages others to engage in change initiatives
- Manages team's well-being, supporting them to cope with pressure and change

Reasonable adjustment

Reasonable adjustment will be made to working arrangements to accommodate a person with a disability who otherwise would be prevented from undertaking the work.

Job Description

Job title: **Senior Adviser to the Mayor – Strategic Communications**

Grade: **11**

Directorate: **Mayor's Office**

Unit: **Mayor's Private Office**

Job purpose

Interpret the Mayor's instructions for speech objectives, and using a diverse range of writing styles, draft and develop tailored speeches which are suitable for the audience the Mayor is addressing.

Evaluate the suitability and ensure consistency in the delivery of press briefings and speeches to raise the profile, credibility and influence of the Mayor.

Principal accountabilities

1. Undertake rigorous and original research on a range of topics as needed to inform speeches and other written material.
2. Working with the Director of Communications and Press team, review, edit and approve press lines to ensure the policy position is clear, consistent and reflects the style and position of the Mayor.
3. Working with the Director of Communications and Press team, develop influential press and social media interventions where the objectives of the Mayor are clearly defined.
4. Work with the press team and policy teams to identify and develop interesting stories which reflect the Mayor's priorities.
5. Identify and take advantage of opportunities to draft innovative editorials, articles, briefings, statements and other written communications as required by the Mayor
6. Advise Mayoral Directors in developing strategic communications plans and the effective running of the communications grid.
7. Working with the Director of Communications and Press team, review, edit, and approve written and oral answers for Mayor's Question Time and similar events.

8. Commission briefing papers and use them to draft speaking notes, lines to take and Q&As to ensure the Mayor is well briefed ahead of public and media appearances.
9. Manage resources allocated to the job in accordance with the Authority's policies and code of Ethics and Standards.
10. Realise the benefits of a flexible approach to work in undertaking the duties and responsibilities of this job, and participating in multi-disciplinary cross-department and cross organisational groups and teams.
11. Realise the benefits of London's diversity by promoting and enabling equality of opportunities, and promoting the diverse needs and aspirations of London's communities.

Key contacts

Accountable to: Mayoral Director of Political and Public Affairs

Accountable for: Resources allocated to the job

Principal contacts: Mayor, Mayoral Advisers, Mayor's Private Office, Senior Assembly Liaison Manager/ Head of Mayoral Briefing, Press Team, Policy Teams, and Senior Managers of the GLA.

Person Specification

Technical requirements/experience/qualifications

1. Successful track record of researching and developing a diverse range of speeches, editorials, articles, briefings, statements and other written communications within a complex political environment
2. Proven impact in supporting senior Politicians to shape and influence policy formulation by improving their profile and credibility
3. Knowledge and understanding of the media and experience of using different communication approaches to promote strategic policies and priorities
4. Knowledge and understanding of the political landscape in London and the issues facing a major world city
5. Evidence of the ability to write concisely and fluently

Behavioural competencies

Building and Managing Relationships

...is developing rapport and working effectively with a diverse range of people, sharing knowledge and skills to deliver shared goals;

Level 3 indicators of effective performance

- Actively engages partners and encourages others to build relationships that support GLA objectives
- Understands and recognises the contributions that staff at all levels make to delivering priorities

- Proactively manages partner relationships, preventing or resolving any conflict
- Adapts style to work effectively with partners, building consensus, trust and respect
- Delivers objectives by bringing together diverse stakeholders to work effectively in partnership.

Communicating and Influencing

...is presenting the information and arguments clearly and convincingly so that others see us as credible and articulate and engage with us;

Level 3 indicators of effective performance

- Encourages and supports teams in engaging in transparent and inclusive communication
- Influences others and gains buy-in using compelling, well thought through arguments
- Negotiates effectively to deliver GLA priorities
- Synthesises the complex viewpoints of others, recognises where compromise is necessary and brokers agreement
- Advocates positively for the GLA both within and outside the organisation.

Decision Making

...is forming sound, evidence-based judgements, making choices, assessing risks to delivery and taking accountability for results

Level 3 indicators of effective performance

- Makes sound decisions quickly on behalf of the GLA when a situation requires intervention
- Takes responsibility for team decisions, providing rationale when those decisions are questioned
- Involves senior stakeholders early in decisions that impact them
- Analyses organisational risks associated with decisions, including those with long term impacts, before committing to action
- Encourages others in the team to make decisions in their own area of expertise, take appropriate risks and learn from experience

Research and Analysis

... is gathering intelligence (information, opinion and data) from varied sources, making sense of it, testing its validity and drawing conclusions that can lead to practical benefits

Level 3 indicators of effective performance

- Expands networks to gain new information sources for research and policy development
- Identifies and implements methods to ensure intelligence is of a high quality
- Encourages others to analyse data from different angles, using multiple perspectives to identify connections and new insights
- Tailors research investment in line with likely impact for Londoners and policy priorities
- Retains a bigger picture view, ensuring research recommendations are appropriate and practical for the GLA and its stakeholders

Strategic Thinking

...is using an understanding of the bigger picture to uncover potential challenges and opportunities for the long term and turning these into a compelling vision for action.

Level 3 indicators of effective performance

- Translates GLA vision and strategy into practical and tangible plans for own team or delivery partners
- Consistently takes account of the wider implications of team's actions for the GLA
- Encourages self and others to think about organisation's long term potential
- Informs strategy development by identifying gaps in current delivery or evidence
- Takes account of a wide range of public and partner needs to inform team's work

Organisational Awareness

...is understanding and being sensitive to organisational dynamics, culture and politics across and beyond the GLA and shaping our approach accordingly

Level 3 indicators of effective performance

- Uses understanding of differences between the GLA and its partners to improve working relationships
- Helps others understand the GLA and the complex environment in which it operates
- Translates changing political agendas into tangible actions
- Considers the diverse needs of Londoners in formulating GLA objectives
- Helps others understand how the media and external perceptions of the GLA influence work

Responding to pressure and change

....is being flexible and adapting positively, to sustain performance when the situation changes, workload increases, tensions rise or priorities shift

Level 3 indicators of effective performance

- Clarifies direction and adapts to changing priorities and uncertain times
- Minimises the pressure of change for the directorate, lessening the impact for the team
- Uses change as an opportunity to improve ways of working, encouraging others' buy-in
- Keeps staff motivated and engaged during times of change, promoting the benefits
- Takes ownership for communicating change initiatives clearly, ensuring smooth implementation

Reasonable Adjustment

Reasonable adjustment will be made to working arrangements to accommodate a person with a disability who otherwise would be prevented from undertaking the work.

Job Description

Job title: Senior Aide to Mayor

Grade: Grade 8

Post number:

Directorate: Mayor's Office

Unit: Private Office

Job purpose

To provide day-to-day operational support to the Mayor, particularly in terms of visits and public events, working with the rest of the Private Office.

To deliver social media communications from the Mayor with oversight from and alongside the Head of Digital Communications

To assist the Head of Mayor's Private Office to ensure the smooth running of the Private Office.

Key accountabilities

1. To work closely with the Head of Private Office providing day-to-day operational support and staffing for the Mayor's external events and visits.
2. To attend events with the Mayor, act as the liaison point between the Mayor and colleagues at City Hall, and lead on social media communications from events in line with the Mayor's digital strategy and priorities.
3. To assist the Head of Mayor's Private Office, Head of Advance and relevant GLA colleagues in planning such events and visits and deal with all logistics arising for the proper staging and delivery of such events and subsequent social media communications.
4. To assist with the production of full briefings for such events and visits including logistics and briefing materials.
5. To work closely and co-operatively with colleagues within the Mayor's team, the GLA and the GLA Group to provide these services and in particular to liaise and engage with others involved in the planning and delivery of other events involving the Mayor e.g. the marketing, events and press teams
6. To work with the Head of Private Office and others to agree plans for all Mayor's external events including with Mayor's team colleagues, the press team, Directors and other GLA colleagues to ensure co-ordination of the Mayor's diary and commitments

7. To assist in the delivery of public Mayoral activities, co-ordinating colleagues involved in their forward planning and delivery
8. Working with the Mayoral Directors, participate in longer term strategic planning to ensure that the Mayor's day-to-day operations focus on all key themes and priorities.
9. To realise the benefits of London's diversity by promoting and enabling equality of opportunities, and promoting the diverse needs and aspirations of London's communities

Key Relationships

Accountable to:	Head of Mayor's Private Office
Accountable for:	No direct reports
Principal contacts:	The Mayor, Private Office, Head of Digital Communication, GLA teams involved in communications

Person specification

Technical requirements/experience/qualifications

1. A track record of success working in a comparable role for a senior politician.
2. Experience of communications and events management and co-ordination and of working collaboratively within multi-disciplinary in a politically sensitive environment
3. A social media specialist with experience of using social media for communications initiatives to create a fundamental change in the way in which Government interacts with citizens

Behavioural competencies

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- Persuades others, using evidence based knowledge, modifying approach to deliver message effectively
- Challenges the views of others in an open and constructive way
- Presents a credible and positive image both internally and externally

organisational awareness

.... Is understanding and being sensitive to organisational dynamics, culture and politics across and beyond the GLA and shaping our approach accordingly

Level 2 indicators of effective performance

- Challenges unethical behaviour
- Uses understanding of the GLA's complex partnership arrangements to deliver effectively
- Recognises how political changes and sensitives impact on own and team's work
- Is aware of the changing needs of Londoners, anticipating resulting changes for work agendas
- Follows the GLA's position in the media and understands how it impacts on work

stakeholder focus

.... Is consulting with, listening to and understanding the needs of those our work impacts and using this knowledge to shape what we do and manage others' expectations

Level 3 indicators of effective performance

- Understands diverse stakeholder needs and tailors team deliverables accordingly
- Is a role model to others, encouraging them to think of Londoner's first
- Manages stakeholder expectations, so they are high but realistic
- Removes barriers to understanding the needs of diverse stakeholders, including hard to reach groups
- Focuses own and team's efforts on delivering a quality and committed service

planning and organising

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