

Role Description

Job title: Chief Officer

Grade: Spot salary

Job purpose

1. As the Head of the GLA's corporate leadership team, this role assumes responsibility as Head of Paid Service (statutory role) for the strategic management of GLA activity and functions.
2. Provide leadership to ensure the smooth and effective delivery of the Mayor's priorities.
3. Provide strategic expertise to the London Assembly to ensure it achieves its objectives of holding the Mayor to account and champion the role that the Assembly plays in relation to scrutiny.
4. Manage the GLA resources effectively, ensuring a high quality diverse workforce which provides world class policy and delivery advice to the Mayor and Assembly.

Principal accountabilities

1. Be accountable for a high quality, responsive and diverse workforce providing unparalleled policy advice to the Mayor, his/her advisers and London Assembly Members; driving outstanding operational delivery whilst managing complex risk.
2. Provide strong leadership in promoting the role and the work of the London Assembly both internally and externally.
3. Develop strong and collaborative relationships across central government and its agencies and the London Boroughs which ensure all tiers of government work together for the good of London.
4. Champion the role of the GLA in realising the benefits of London's diversity by promoting the diverse needs and aspirations of London's communities and ensuring the GLA is representative of the communities it serves at all levels.
5. Play a lead role in the development and maintenance of effective GLA corporate policy, acting as a conduit between the London Assembly and the wider GLA.
6. Lead and motivate the Executive Director team and other senior colleagues, set management objectives and allocate resources that reflect the Mayor's priorities and ambitions for London.
7. Overall leadership of the GLA workforce ensuring the organisation, structures and performance management systems in place reflect a modern and innovative culture.
8. Develop and maintain effective internal and external relationships with staff, colleagues, the Mayor and London Assembly Members and key stakeholders, both within and outside London.
9. Manage the GLA workforce and resources in accordance with the Authority's policies and Code of Ethics and Standards

GREATER LONDON AUTHORITY

Accountable to:	The Mayor of London and London Assembly.
Accountable for:	Performance of the Executive Director Leadership team.
Principal contacts:	London Assembly Members, the Mayor and Mayoral Advisors, Executive Directors, wider GLA Group organisations, central government and London Boroughs and partner organisations.

Additional information

- This job is 'politically restricted' under the Local Government and Housing Act 1989'
- Subject to approval of the Mayor, act as Greater London Authority Returning Officer for the GLA

PERSON SPECIFICATION

Technical requirements/experience/qualifications

1. Extensive experience and proven track record at senior management level, within a local authority, government department or other political organisation with comparable scope, responsibilities, budget and resources.
2. Significant experience of working with politicians and other senior stakeholders and proven ability to successfully negotiate with and influence stakeholders and partners.
3. Proven ability of operating in highly pressurised environment and management of conflicting priorities, along with experience of managing effective operational performance culture across an organisation.
4. Clear achievement in promoting diversity, equality and inclusion with a track record of successfully improving workforce diversity.
5. Understanding of financial management including budget formulation and financial monitoring
6. Experience of developing and delivering the strategic direction of a complex and multi-disciplined organisation within a sub-regional context.
7. Experience of developing and supporting a highly motivated and skilled, diverse workforce
8. Understanding of election processes (desirable).

BEHAVIOURAL COMPETENCIES

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.

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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

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

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 complex 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

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- Generates and leads strategic initiatives that reflect the GLA's position as a regional authority

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 4 indicators of effective performance

- Creates an organisation that learns from experience
- Sets clear organisational objectives, cascading challenging yet achievable deliverables to directorates
- Identifies strategic level performance indicators and communicates these clearly
- Leads and sets an example for desired behaviour and performance for GLA staff
- Instils a culture of high performance and outstanding results where staff are encouraged to perform to their best

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 instills 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

Problem Solving

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

Level 4 indicators of effective performance

- Seeks multiple perspectives to understand the breadth and depth of complex issues
- Produces strategies to solve organisation-wide problems, considering the practical and political concerns associated with the implementation of solutions
- Enables the GLA to continuously improve and innovate in the long term
- Problem solves jointly with others to stimulate innovation
- Turns ambiguous or difficult situations into opportunities

Responsible Use of Resources

... is taking personal responsibility for using and managing resources effectively, efficiently and sustainably.

Level 4 indicators of effective performance

- Explores different options for funding and income generation
- Sets budgets, understanding current costs and challenging teams to deliver greater efficiency

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- Monitors resource allocation across the organisation, ensuring the GLA works within budget and resources
- Ensures the GLA procures and uses resources fairly and responsibly and with regard for environmental efficiencies
- Leads initiatives to identify and deliver efficiencies across the GLA Group and through partnership working

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