

Job Description

Job title: Assistant Director – London Thames Gateway

Grade: 15 **Post number:**

Directorate: Housing and Land

Unit: London Thames Gateway

Job purpose

To ensure the delivery of all current physical regeneration projects for the London Thames Gateway programme and the development procurement process.

Principal accountabilities

1. To be responsible to the Executive Director – Housing and Land for the delivery of projects and the development procurement process related to the unit's work.
2. To play a proactive role, working with the Executive Director – Housing and Land, in developing the GLA's goals and strategies in relation to London Thames Gateway work.
3. To ensure that the GLA's agreed goals and priorities are reflected in the delivery of strategic development projects within the role remit.
4. To translate high level strategy in the Strategic Plan and London Thames Gateway Regeneration Frameworks into practical detailed programme delivery mechanisms, defining and enabling the management of human, financial and material resources required to deliver strategic development projects.
5. To manage the process of identifying, evaluating (including detailed financial appraisal), planning and delivering projects to time and budget for the GLA. Report as necessary to the GLA's Investment and Performance Board.
6. To represent the GLA externally on developmental issues related to the London Thames Gateway, demonstrating an in-depth knowledge of the key issues affecting economic and social conditions in east London and the role of physical development in addressing these issues.
7. To recommend the appointment of technical consultants, and other advisers if required from time to time, on land acquisition, financing, development and disposal in line with GLA processes. To lead the procurement process in line with GLA procedures.
8. To ensure all projects are appraised correctly and ensure all necessary approvals are obtained in a timely manner.

9. To liaise closely with the Executive Director – Housing and Land to ensure that master planning exercises and the compulsory purchase order process within the remit of the role are well coordinated and effective.
10. To work closely with key partners across the private and public sectors to ensure the flows of public and private sector investment are appropriate to deliver the agreed goals.
11. To work closely with the Executive Director – Housing and Land to manage key relationships between the GLA, respective local authorities and other public and private sector investors/partners.
12. To liaise with the development industry to ensure that there is good dialogue and that the ambitions of the GLA is understood by key players.
13. To provide clear, timely and accurate information, advice and reports to the Executive Director – Housing and Land to enable the proper consideration of business, assured decision-making and delivery.
14. To evaluate the risks associated with all projects and to constantly review project finances in the light of the risk evaluations, reporting to the Executive Director – Housing and Land.
15. To manage the development team ensuring that it works collaboratively and effectively in delivering the GLA's objectives, that staff are well motivated, personal objectives well defined and they receive adequate training to carry out their duties.
16. Manage staff and resources in allocated to the job in accordance with the Authority's policies and Code of Ethics and Standards
17. 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

Accountable to: Executive Director – Housing & Land

Accountable for: Senior Manager - London Thames Gateway, Project Manager – CPO, Senior Project Manager, Senior Development Manager, Programme Office Manager, Personal Assistant

Principal contacts: GLA senior managers, external organisations

Person specification

Technical requirements/experience/qualifications

- Track record of successfully delivering significant mixed use development and regeneration projects in an urban environment
- Evidence of managing the site acquisition and development procurement process
- A proven track record of successfully managing, promoting and developing complex public/private sector partnerships in a senior role
- Evidence of bringing together effective innovative projects in urban areas
- Senior level 'hands on' experience in property acquisition, refurbishment and development
- A qualified Chartered Surveyor, Town Planner or equivalent
- Evidence of proactive deal making and delivery
- Experience in various forms of delivery and financing methods (direct, joint venture, partnership)

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

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
- 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

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 4 indicators of effective performance

- Takes accountability for monitoring delivery of the GLA's commitments
- Uses quality assurance processes across the organisation as a feedback mechanism to improve performance
- Takes responsibility for ensuring tools and techniques are available for the effective management of programmes
- Realigns GLA objectives to respond to changing external and internal agendas
- Uses feedback from all sectors as a performance measure for GLA work

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

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: Senior Manager – London Thames Gateway

Grade: 13 **Post number:**

Directorate: Housing and Land

Unit: London Thames Gateway

Job purpose

To be responsible for the programming and delivery of physical regeneration projects within the London Thames Gateway team.

Principal accountabilities

1. Deputise for and support the Assistant Director – London Thames Gateway, as required, in all aspects for the management of the team.
2. To be responsible to the Assistant Director – London Thames Gateway for evaluating, planning, managing and monitoring all physical regeneration projects in an area (London Riverside) in line with the GLA's agreed goals and priorities. This will include ensuring that the most effective route to delivery is chosen.
3. To assist in developing the delivery plans to ensure detailed programme delivery mechanisms, defining and enabling the management of human, financial and material resources required to deliver strategic development projects.
4. To manage and deliver specific projects, including appointment of consultants and contractors, land acquisition, site surveys and remediation, obtaining planning permissions, the provision of infrastructure and site disposal, to ensure delivery to time and budget by applying appropriate project planning and management techniques.
5. To be responsible for the GLA's project appraisal process for London Thames Gateway projects including the preparation of appraisals and business plans for the identified specific projects for all capital spending.
6. To assist the team in working with the Project Manager - CPO for land acquisitions through negotiations or compulsory purchase and all due diligence procedures.
7. To externally represent the GLA on relevant development issues, demonstrating an in-depth knowledge of the key issues affecting economic and social conditions in the defined area and the role of physical development in addressing these issues.
8. Work closely with the Assistant Director – London Thames Gateway to manage key relationships between the Authority, respective local authorities, other public sector agencies, private sector investors and partners.

9. To develop new and innovative ways of engaging the private sector including development agreements and joint venture partnerships.
10. To work with colleagues to ensure that projects and programmes within the agreed Authority area are reported timely and accurately.
11. To be responsible for the London Thames Gateway estate management strategy and performance.
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

Accountable to: Assistant Director – London Thames Gateway

Accountable for: Development Manager – London Thames Gateway

Principal contacts: External organisations

Person specification

Technical requirements/experience/qualifications

- Senior level 'hands on' experience in property acquisition, refurbishment and development.
- A qualified Chartered Surveyor or equivalent
- Evidence of proactive deal making and delivery
- Experience in various forms of delivery and financing methods (direct, joint venture, partnership)
- A track record of executive and board level reporting

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

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
- 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

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 4 indicators of effective performance

- Takes accountability for monitoring delivery of the GLA's commitments
- Uses quality assurance processes across the organisation as a feedback mechanism to improve performance
- Takes responsibility for ensuring tools and techniques are available for the effective management of programmes
- Realigns GLA objectives to respond to changing external and internal agendas
- Uses feedback from all sectors as a performance measure for GLA 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 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 will be made to working arrangements to accommodate a person with a disability who otherwise would be prevented from undertaking the work.

Job Description

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|---------------------|------------------------------|---------------------|
| Job title: | CPO Project Manager | |
| Grade: | 12 | Post number: |
| Directorate: | Housing and Land | |
| Unit: | London Thames Gateway | |

Job purpose

The Project Manager – CPO will lead and manage all CPO activities related to the London Thames Gateway on behalf of the GLA and support the team and the GLA in providing valuation services and assist in delivering the Development Programme.

Principal accountabilities

1. Lead, plan and manage all CPO activities associated with the current Development Programme (CIQ Barking Town Centre, Lea Riverside Park).
2. Take a lead role in the CPO activity whilst working jointly with the relevant Development Manager, to meet the objectives of the CPO and delivery programme.
3. To recommend and manage the procurement of all necessary consultant support to undertake each CPO, manage and direct as required.
4. Develop bespoke and detailed schedules of activity and timing for all CPOs relevant to this unit and ensure that reports are provided for all programme management requirements.
5. Own and manage all issues, risks and opportunities in connection with all CPOs relevant to this unit.
6. Manage jointly with the Project Manager internal and external approvals process for each CPO.
7. Develop and maintain a resource plan for additional resources on an as and when required basis.
8. Develop detailed cost estimates for each CPO.
9. Communication and liaison with both planning functions and the rest of the Directorate.
10. Ensure accurate and detailed audit trails are maintained at all times.
11. Provide general and detailed valuation advice and rating advice to the team in regard to the annual valuation, scheme appraisals and rating assessments. In addition provide advice and services in regard to claims from Rating Authorities.
12. As required on the direction of the Assistant Director – London Thames Gateway, the disposal of specific sites (e.g. Polar Ford) where there is a residual CPO activity and its disposal is part of the Development Programme.
13. In undertaking (12) ensure that all GLA requirements for Development and Programme Management are met.

14. Manage staff and resources in allocated to the job in accordance with the Authority's policies and Code of Ethics and Standards
15. 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

Accountable to: Assistant Director – London Thames Gateway

Person specification

Technical requirements/experience/qualifications

- Degree level technical and project management qualifications or equivalent
- Comprehensive senior project management experience involving complex development projects in the construction sector
- A proven track record of successful Executive and Board level reporting

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

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 Londoners 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

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

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 indicators of effective performance

- 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 indicators of effective performance

- 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 indicators of effective performance

- 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

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

Responsible use of Resources

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

- Allocates financial and people resources efficiently to maximise value for team and wider organisation
- Thinks in terms of maximum efficiency when planning resource allocation
- Implements good practice on efficient use of resources
- Monitors financial performance and efficiency of own team, ensuring delivery of work within budget
- Negotiates and manages contracts responsibly across a diverse supplier base

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 Development Manager - London Thames Gateway**Grade:** 11 **Post number:****Directorate:** Housing and Land**Unit:** London Thames Gateway**Job purpose**

To be responsible for the delivery of key strategic physical regeneration projects

Principal accountabilities

1. To be responsible to the Assistant Director – London Thames Gateway to deliver agreed specific projects within the Authority’s development programme, namely those associated with London Thames Gateway.
2. To assist in developing detailed programme delivery mechanisms, defining and enabling the management of human, financial and material resources required to deliver strategic development projects.
3. To manage and deliver projects, including: appointment of consultants and contractors, land acquisition, site surveys and remediation, obtaining planning permissions, the provision of infrastructure and site disposal, to ensure delivery to time and budget by applying appropriate project planning and management techniques.
4. To be responsible for the GLA’s project appraisal process including the preparation of appraisals and business plans for the identified specific projects for all capital spending.
5. To be responsible for commissioning feasibility studies for potential investments by the GLA.
6. To work with the Project Manager - CPO for land acquisitions through negotiations or compulsory purchase and all due diligence procedures.
7. To manage and monitor projects carried out directly by the Authority or where funding is provided by the Authority.
8. To externally represent the GLA on relevant development issues, demonstrating an in-depth knowledge of the key issues affecting economic and social conditions in the defined area and the role of physical development in addressing these issues.
9. To commission studies and appoint and manage technical consultants and other advisers required from time to time and assisting in the execution of the strategic development priorities identified in the GLA.
10. To provide clear, timely and accurate information, advice and reports to the Assistant - Director – London Thames Gateway to enable the proper consideration of business and assured decision-making.
11. To evaluate the risks associated with all projects and to constantly review project finance in the light of the risk evaluations.
12. To provide relevant management services for the London Thames Gateway Estate Management requirements reporting to the Senior Manager – London Thames Gateway

including: tendering and appointment of Estate Managers, budgeting, financial management and providing regular updates and reports to the Executive Director – Housing & Land and Executive Director – Resources.

13. To ensure that managers provide and update the Site Protocols for their project site and that they address all aspects of site Health & Safety in the delivery of site development.
14. Manage staff and resources in allocated to the job in accordance with the Authority's policies and Code of Ethics and Standards.
15. 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.

Accountable to: Assistant Director – London Thames Gateway

Accountable for:

Principal contacts:

Person specification

Technical requirements/experience/qualifications

- Chartered surveyor or equivalent
- Track record of successfully delivering significant development and regeneration programmes
- Evidence of managing land acquisitions and complex site assemblies, including potential compulsory purchase requirements
- A proven track record of successfully managing, promoting and developing complex public/private sector partnerships
- Evidence of managing the development procurement process from the appointment of the professional team through to marketing and investment sale
- Evidence of a well-developed knowledge and understanding of the strategic issues facing both the public and private sectors in furthering urban regeneration
- Experience in various forms of delivery and financing methods (direct, joint venture, partnership)

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 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 & Influencing

...is presenting 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

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

Planning & 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

- 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 indicators of effective performance

- 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 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 Project Manager - London Thames Gateway

Grade: 11 **Post number:**

Directorate: Housing and Land

Unit: London Thames Gateway

Job purpose

To be responsible for the delivery of key strategic physical regeneration projects owned or funded by the GLA.

Principal accountabilities

1. To be responsible to the Assistant Director – London Thames Gateway to deliver agreed specific projects.
2. To assist in developing detailed programme delivery mechanisms, defining and enabling the management of human, financial and material resources required to deliver strategic development projects.
3. To manage and deliver projects including appointment of consultants and contractors, land acquisition, site surveys and remediation, obtaining planning permissions, the provision of infrastructure to ensure delivery to time and budget by applying appropriate project planning and management techniques.
4. To be responsible for the GLA's project appraisal processes for Thames Gateway Development projects including the preparation of appraisals and business plans for the identified specific projects for all capital spending.
5. To be responsible for commissioning feasibility studies for potential investments.
6. To work with the Project Manager - CPO for land acquisitions through negotiations or compulsory purchase and all due diligence procedures.
7. To manage and monitor projects carried out directly by the Authority or where funding is provided by the Authority.
8. To externally represent the London Thames Gateway Unit on all development issues, demonstrating an in-depth knowledge of the key issues affecting economic and social conditions in the defined area and the role of physical development in addressing these issues.
9. To commission studies and appoint and manage technical consultants and other advisers required from time to time, including instructing solicitors and assist in the execution of the strategic development priorities identified in the GLA's Programme.

10. To provide clear, timely and accurate information, advice and reports to the Assistant Director – London Thames Gateway to enable the proper consideration of business and assured decision-making.
11. To evaluate the risks associated with all projects and to constantly review project finance in the light of the risk evaluations.
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.

Accountable to: Assistant Director – London Thames Gateway

Accountable for:

Principal contacts:

Person specification

Technical requirements/experience/qualifications

- Chartered surveyor or equivalent
- Track record of successfully delivering significant development and regeneration programmes
- Evidence of managing land acquisitions and complex site assemblies, including potential compulsory purchase requirements
- A proven track record of successfully managing, promoting and developing complex public/private sector partnerships
- Evidence of managing the development procurement process from the appointment of the professional team through to marketing and investment sale
- Evidence of a well-developed knowledge and understanding of the strategic issues facing both the public and private sectors in furthering urban regeneration
- Experience in various forms of delivery and financing methods (direct, joint venture, partnership)

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 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 & Influencing

...is presenting 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

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

Planning & 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

- 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

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 Londoners 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

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: Development Manager - London Thames Gateway

Grade: 10 **Post number:**

Directorate: Housing and Land

Unit: London Thames Gateway

Job purpose

To be responsible for the delivery of key strategic physical regeneration projects owned or funded by the GLA.

Principal accountabilities

1. To be responsible to the Assistant Director – London Thames Gateway and Senior Manager – London Thames Gateway to deliver agreed specific projects.
2. To manage and deliver projects, which including; land acquisition, site surveys and remediation, obtaining planning permission, the provision of infrastructure and site disposal to ensure delivery to time and budget by applying appropriate project planning and management techniques.
3. To be responsible for the Authority's project appraisal process on the identified specific projects for all capital spending.
4. To be responsible for commissioning feasibility studies for all potential investments by the Authority.
5. To work with the Project Manager - CPO for land acquisitions through negotiations or compulsory purchase and all due diligence procedures.
6. To manage and monitor projects carried out directly by the Authority or where funding is provided by the Authority.
7. To externally represent the London Thames Gateway Unit on all development issues demonstrating a knowledge of the key issues affecting economic and social conditions in the defined area and the role of physical development in addressing these issues.
8. To negotiate the appointment of and manage technical consultants and other advisers required from time to time, as well as instructing solicitors and assisting in the execution of the strategic development priorities identified in the Authority's Programme.
9. To provide clear, timely and accurate information, advice and reports to the Assistant Director – London Thames Gateway to enable the proper consideration of business and assured decision-making.
10. To evaluate the risks associated with all projects and to constantly review project finance in the light of the risk evaluations.

11. Manage staff and resources in allocated to the job in accordance with the Authority's policies and Code of Ethics and Standards
12. 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

Accountable to: Senior Manager – London Thames Gateway

Accountable for:

Principal contact:

Person specification

Technical requirements/experience/qualifications

- Chartered surveyor or similar qualification or experience
- Track record of successfully delivering significant development and regeneration programmes
- Evidence of managing land acquisitions and complex site assemblies, including potential compulsory purchase requirements
- A proven track record of successfully managing, promoting and developing complex public/private sector partnerships
- Evidence of managing the development procurement process from the appointment of the professional team through to marketing and investment sale
- Evidence of a well-developed knowledge and understanding of the strategic issues facing both the public and private sectors in furthering urban regeneration
- Evidence of motivating people and brokering collaborative working relationships with a range of key stakeholders, building partnerships across traditional organisational boundaries and sector boundaries

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 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 communications
- 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 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

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 indicators of effective performance

- 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

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

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

- 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 indicators of effective performance

- 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

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: Programme Office Manager – London Thames Gateway

Grade: 7 **Post number:**

Directorate: Housing and Land

Unit: London Thames Gateway

Job purpose

Manage the Programme Office to ensure that all appropriate project information is collected, analysed and reported upon and to support directly the Team on specific complex projects.

Principal accountabilities

1. To ensure that the Programme Office operates well across departments and supports the information and reporting requirements of the team, and Finance.
2. To ensure that programme processes and systems are set up in a way that effectively and efficiently meet the needs of the team and supports corporate requirements.
3. To directly support the Assistant Director – London Thames Gateway in the financial management of the Unit Development Programme including budget analysis, financial forecasting, programme planning and risk assessment.
4. To work with the team and Programme Officer to ensure that project information in the programme management system is relevant, up to date and accurate and facilitates a range of analysis (e.g. financial and risk).
5. To work with the team to support the project approval process and to ensure that the quality of information is of a consistently high standard to enable good decision making.
6. To support the budget and corporate plan processes as it relates to project and programme spends.
7. To provide project and financial management on specific identified projects (e.g. support on the London Sustainable Industries Park, reporting to the Senior Manager – London Thames Gateway and liaising with external consultants to ensure accurate programme management information.
8. Manage staff and resources in allocated to the job in accordance with the Authority's policies and Code of Ethics and Standards
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 project teams

Accountable to: Assistant Director – London Thames Gateway

Accountable for: Programme Officer

Principal contact:

Person specification

Technical requirements/experience/qualifications

- Degree qualified or equivalent
- Experience of project and/or programme management
- A good understanding of the role of a Programme Office
- An understanding of database structures (SQL/Oracle) and experience of report development in Crystal Reports or a similar package
- Fully conversant in MS Office products including Excel and MS Project
- Have been required to display high levels of numeracy and accuracy
- An understanding of the project lifecycle and gateway reviews

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

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 2 indicators of effective performance

- Seeks opportunities to develop professional skills and knowledge and encourages team to do so.
- Ensures own and others' workloads are realistic and achievable
- Provides staff with clear direction and objectives, ensuring they understand expectations
- Recognises achievements and provides constructive feedback and guidance
- Gives staff autonomy and confidence to perform well and to their potential

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 2 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

Responsible use of resources

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

Level 2 indicators of effective performance

- Continually looks for opportunities to work more efficiently and sustainably

- Reduces team impact on the environment by implementing methods for reducing use of, reusing and recycling resources
- Improves local processes to maximise use of resources
- Monitors and stays within budget at all times

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: Programme Officer – London Thames Gateway

Grade: 5 **Post number:**

Directorate: Housing and Land

Unit: London Thames Gateway

Job purpose

1. To manage the central database of programme information, ensuring that it is up to date and accurate.
2. To produce programme reports for performance monitoring and to meet the needs of the GLA.
3. To review all grant claims including S106 requests prior to payment.

Principal accountabilities

1. Systems Administration
 - a) Manage the programme management system (Artemis), ensuring that all standard Artemis system processes are carried out.
 - b) Manage access to the Partner Portal, the external Artemis interface for grant funded partners.
 - c) Liaise with the Artemis support team and IT support providers to resolve any technical issues.
 - d) Identify and suggest improvements to systems and lead on development and, or implementation of particular improvements where appropriate.
 - e) Manage external consultants where necessary to deliver improvements/ extensions (e.g. Artemis or crystal reports).
2. Systems Training
 - a) Train and support internal project managers in the use of Artemis and the information requirements.
 - b) Train and liaise with the grant funding partners to ensure they are able to submit timely and accurate project updates through the Artemis Partner Portal.
3. Programme Office Reporting
 - a) Prepare regular programme reports using Crystal Reports for the GLA Investment and Performance Board and for other audiences as required.
 - b) Develop new Crystal Reports as required to meet the needs of a range of stakeholders (e.g. Development Team and other GLA stakeholders).
 - c) Using Artemis submit information to the GLA on new projects, monthly updates and completion reports.
 - d) Undertake analysis of programme information to monitor performance of the programme in terms of expenditure and outputs.
 - e) Prepare agendas and papers for regular Programme Office meetings and take accurate meeting minutes as required.

4. Programme Office Information

- a) Ensure that relevant and accurate project information on newly approved projects, existing projects (through the monthly update process) and project completions has been received and properly recorded in the programme management system (Artemis).
- b) Co-ordinate monthly meetings with project managers and the programme manager to review the update information and highlight any issues. Follow up with project managers where information is missing, incomplete or inaccurate.
- c) Liaise with external grant funding recipients to ensure they submit accurate and timely updates.
- d) Maintain a central register of approval information for the capital projects (signed appraisal, minutes of meetings, approval letters as appropriate).
- e) Liaise with auditors (internal and external) to ensure they have access to the necessary programme information.

5. Financial

- a) *Review all grant payment requests from partners and sign off prior to payment by the finance team.*
- b) *Review all S106 payment requests and sign off prior to payment by the finance team.*
- c) *Where necessary act as a link between the Development and Finance Teams to respond to specific queries on project financials.*
- d) *Carry out a regular reconciliation between Artemis and the finance system with the Finance Team to ensure that the financial information is accurate in both systems and work to resolve any discrepancies.*

6. Manage staff and resources in allocated to the job in accordance with the Authority's policies and Code of Ethics and Standards

7. 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.

Accountable to: Programme Office Manager

Accountable for:

Principal contacts:

Person specification

Technical requirements/experience/qualifications

- Degree qualified or equivalent
- An understanding of database structures (SQL/Oracle) and experience of report development in Crystal Reports or a similar package
- Fully conversant in MS Office products including Excel and MS Project
- Have been required to display high levels of numeracy and accuracy
- An understanding of the role of a Programme Office
- An understanding of the project lifecycle is desirable

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 1 indicators of effective performance

- Builds rapport quickly with people at all levels and from different backgrounds
- Actively listens to others and is open to their ideas
- Identifies and resolves conflict between self and others
- Makes others feel comfortable and respected by being positive and friendly
- Shares information openly with colleagues within and outside own team

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 1 indicators of effective performance

- Listens to understand requirements without making assumptions
- Demonstrates an enthusiastic and 'can do attitude' to all requests
- Provides timely, accurate and personalised responses
- Provides a polite and helpful first point of contact for stakeholders
- Learns from feedback to improve personal service to others

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 1 indicators of effective performance

- Plans and prioritises own workload to meet agreed deadlines
- Advises colleagues or manager early of obstacles to work delivery
- Perseveres and follows work through to completion
- Checks for errors to ensure work is delivered to a high standard first time
- Effectively juggles priorities

Decision Making

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

Level 1 indicators of effective performance

- Takes personal responsibility for own decisions
- Makes straightforward decisions to progress own work
- Asks others for input, recognising the benefit of more than one perspective
- Understands which decisions are within own area of responsibility and which to pass to others
- Understands the risks associated with decisions, informing others of these risks

Responsible Use of Resources

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

Level 1 indicators of effective performance

- Demonstrates awareness of the GLA's commitment to value for money and responsible use of resources
- Works independently using own time and that of others effectively
- Takes action to avoid unnecessary waste and cost
- Reduces personal impact on the environment by reducing use of, reusing and recycling resources
- Shows understanding of relevant budgets and how they apply in own work environment

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 1 indicators of effective performance

- Stays calm in pressurised and demanding situations
- Responds flexibly to changing circumstances
- Recognises when unable to cope and asks others for help
- Demonstrates openness to changing work priorities and deadlines
- Maintains personal well-being and achieves a balance between work and home life

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: | Personal Assistant | |
| Grade: | 5 | Post number: |
| Directorate: | Housing and Land | |
| Unit: | London Thames Gateway | |

Job purpose

To provide high level PA/Secretarial and Administrative support to the Assistant Director- London Thames Gateway, the Team and the Unit

Principal accountabilities

1. To provide a high quality secretarial and administrative service to the Assistant Director - London Thames Gateway, including:
 - a) Routing all enquiries as necessary and taking the initiative to handle and action correspondence as directed
 - b) Act as a proactive interface; dealing with individuals via email, telephone and face-to-face as required
 - c) Monitoring and prioritising communication
 - d) Managing the Assistant Director – London Thames Gateway’s diary and supporting time management in order to achieve high level performance in all areas within the role
 - e) Preparing accurate minutes, agendas and papers as required
 - f) Arranging travel, accommodation and catering requirements
 - g) Maintaining accurate up to date records and files
 - h) Administration of personal expenses
 - i) Preparation of PowerPoint and other presentations
2. To provide administrative support for the Senior Manager – London Thames Gateway; including:
 - a) Co-ordinating the Senior Manager – London Thames Gateway’s diary
 - b) Organising travel, accommodation and catering requirements
 - c) Preparing PowerPoint presentations as required
3. To support the Development team as required, including:
 - a) Planning and organising meetings, conferences and special events
 - b) Acting as a central point within the Development team for gathering information for communication purposes
 - c) Other ad hoc duties as may be required from time to time as agreed with the Assistant Director - Development
4. Liaise with the Programme Office Manager to provide to the Unit:

- a) A balanced, efficient approach to the secretarial/administrative workload. Assist with general Unit administrative tasks as required, including the preparation of committee papers.
5. 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
6. 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

Accountable to: Assistant Director - London Thames Gateway

Accountable for:

Person specification

Technical requirements/experience/qualifications

- Minimum of 3 A Levels or Business Administration qualification or equivalent
- RSA Stage II or equivalent
- Audio transcription experience
- Shorthand or minute taking skills
- Fully conversant in Microsoft office products including PowerPoint
- Strong administrative and secretarial skills
- Experience of working proactively within a team

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 1 indicators of effective performance

- Builds rapport quickly with people at all levels and from different backgrounds
- Actively listens to others and is open to their ideas
- Identifies and resolves conflict between self and others
- Makes others feel comfortable and respected by being positive and friendly
- Shares information openly with colleagues within and outside own team

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 1 indicators of effective performance

- Represents self and team positively within the organisation
- Speaks and writes clearly and succinctly using appropriate language that is easy to understand
- Considers the target audience, adapting style and communication method accordingly
- Communicates persuasively and confidently
- Checks for understanding

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 1 indicators of effective performance

- Plans and prioritises own workload to meet agreed deadlines
- Advises colleagues or manager early of obstacles to work delivery
- Perseveres and follows work through to completion
- Checks for errors to ensure work is delivered to a high standard first time
- Effectively juggles priorities

Problem solving

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

Level 1 indicators of effective performance

- Breaks down work issues, seeking further information if necessary
- Provides workable solutions to solve immediate work problems
- Makes suggestions and implements improvements to personal work processes
- Actively supports new initiatives and tries different ways of doing things
- Learns from others' experiences

Organisational awareness

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

Level 1 indicators of effective performance

- Understands the structure and statutory responsibilities of the GLA
- Understands how own role and work contributes to team and organisational objectives
- Understands the role of the GLA, the Mayor and the Assembly in relation to Londoners
- Is sensitive to the culture and political context of the GLA and uses it to work effectively

- Treats GLA information as sensitive and confidential

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 1 indicators of effective performance

- Stays calm in pressurised and demanding situations
- Responds flexibly to changing circumstances
- Recognises when unable to cope and asks others for help
- Demonstrates openness to changing work priorities and deadlines
- Maintains personal well-being and achieves a balance between work and home life

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.