

Job Description

Job title: **Mayoral Director, Communications**

Grade: **Spot**

Directorate: **Mayor's Office**

Unit: **Private Office**

Job purpose

- To develop and lead the media and communications strategy to support the priorities and objectives of the Mayor and the GLA
- To advise the Mayor on matters relating to media and communications and act as the Mayor's official spokesperson.
- To provide direction to the GLA communications teams and work across the GLA Group to achieve effective communications on behalf of the Mayor.

Principal accountabilities

1. Lead the development and implementation of communications to support Mayoral priorities and objectives.
2. Provide advice to the Mayor, mayoral appointees, Chief Officer and Executive Directors on all matters that may have a bearing on the media and communications policy of the Mayor, the GLA and mayoral projects.
3. Lead the development and implementation of the GLA's media strategy that promotes a positive image of the Authority with local, regional and national media.
4. Lead the development and implementation of communications campaigns to support policy issues, working closely with senior GLA policy officials, the Mayor's Office, and, as required the functional bodies.
5. Liaise with and advise the Mayor, mayoral appointees, senior managers and functional bodies on issues arising and the GLA's position in relation to communication of those issues.
6. Liaise with senior government representatives and London agencies on communications issues.
7. Manage staff and resources allocated to the job in accordance with the Authority's policies and Code of Ethic and Standards.

8. 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.
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.

Dimensions

Accountable to: Chief of Staff

Accountable for: The staff and resources assigned to the role.

Person specification

Technical requirements/qualifications/experience

1. In depth knowledge and experience of the communications issues of a high-profile organisation.
2. Significant experience of developing communications policies and strategy in a high-profile organisation.
3. Substantial practical experience of working with and influencing the media at local, regional and national level.
4. A good understanding of complex political environments and significant experience at a high level in operating effectively within them.
5. Evidence of success in promoting policy through a variety of channels, including preparing reports, speeches, presentations and briefings on complex issues for a range of different audiences.
6. Ability to demonstrate a high level of analytical and constructive thinking to cope with the varied and challenging situations required by the role.
7. 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.

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

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