

Greater London Authority

JOB DESCRIPTION

Job title: Assistant Director Team London (volunteering)

Grade: 14 **Post: 002432**

Directorate: **Communities & Intelligence**

Job Purpose

To lead and manage the Team London and Volunteering Unit. To be responsible for strategy, policy and delivery of the Mayor's priorities across this area. To work with the Assistant Director of London Engagement to manage key commercial relationships and maximise sponsorship opportunities for Team London. To develop key stakeholder relationships in public and private sector organisations.

Principal Accountabilities

1. Lead, manage and motivate a team of staff within the new Team London Unit to drive the Mayor's priorities and deliver agreed impact measures through increasing volunteering and social action in London, including:
 - a. Manage key senior commercial and third sector relationships to drive the Unit's priorities forward
 - b. Drive the profile and branding of Team London as the key vehicle for delivering the Mayor's volunteering priorities
 - c. Build relationships across the private sector to drive involvement in and support of Team London through companies' CSR departments, including setting up and managing a rewards and recognition scheme providing free or discounted goods and services to Team London volunteers
 - d. Manage the creation and delivery of high impact communications to individual volunteers, including websites and social media
 - e. Oversee development of pilots of volunteering projects, to evidence proof of concept prior to handing delivery over to partners
 - f. Manage and set up strategic partnerships to deliver priority volunteering programmes and projects
2. Ensure the 2012 volunteering legacy is captured and maintained through the engagement with and use of 2012 volunteers.
3. Working with the Sponsorship team, initiate and manage financial support for Team London programmes.
4. Manage relationships with the Mayoral Advisors responsible for giving policy direction on matters falling within the Unit's responsibilities. Support the Mayoral Advisor for Volunteering, Sponsorship and Team London, representing her or deputising for her as required.

5. Develop and manage relationships and alliances across the GLA Group and with a wide range of external stakeholders, to ensure coordination of the signposting of volunteering activity across London.
6. Provide written and oral briefings, advice and reports across the Unit's responsibilities for the Mayor and the Mayor's Office, Chief Executive, Directors and others as required. Respond to information requests from the Assembly.
7. Manage and monitor the Unit's budgets efficiently and effectively and oversee the management of contracts with external suppliers.
8. Oversee and be accountable for the strategy and approach to the overall Team London programme development and implementation, and manage the team to deliver projects and programmes to time, budget and quality
9. Build and manage high level relationships with key external stakeholders, such as government departments, to identify opportunities for funding of or partnerships with Team London
10. Oversee the delivery of an integrated communications and marketing strategy for the Team London brand, engaging with experts from the GLA and GLA Group as required
11. Actively contribute to the strategic and corporate management of the GLA by participating in Authority wide activities and initiatives involving senior managers.
12. Ensure effective management of the Unit by formulating clear Unit and staff objectives and targets, sound performance management and monitoring arrangements and by delivering the Units Strategic Plan, policies and targets. Ensure effective policy integration and day to day linkages between the Unit and other relevant GLA units.
13. Manage staff in accordance with the GLA's policies and Code of ethics and standards.
14. Promote and enable equality of opportunities, and promote the diverse needs and aspirations of London's communities.

Reports to: Senior Advisor, Volunteering, Team London, Charities and Sponsorship

Accountable for: budgets and resources assigned to the role

Principal contacts: Chief Executives of volunteering organisations; Directors of government departments and OGB; Senior commercial contacts; Mayoral Advisors; and GLA Group senior management

Person Specification

1. Technical skills, experience and qualifications

- Senior management experience leading a multi-disciplinary team providing analysis and advice across a range of policy issues in a complex political environment.

- Successful track record of staff management and ability to motivate a team of people to achieve a high level of performance, particularly in a changing organisational environment. Evidence of developing talent and ensuring a performance culture.
- Successful track record managing the delivery of complex and politically sensitive multi-agency projects of alternatively, similar breadth of experience in a complex business environment.
- Successful track record of building and nurturing senior relationships across both the private, public and third sectors, ideally in the voluntary sector.
- Significant experience of delivering in kind or financial support for charitable or not for profit schemes from the private sector.

2. Behavioural competencies

Communicating & 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

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 & 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

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

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 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 & 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