

Job Description

Job title: Chief of Staff

Grade: Spot

Directorate: Mayor's Office

Unit: Private Office

Job Purpose

- To act as the Mayor's Chief of Staff providing leadership to other mayoral advisors and the Mayor's Office. To advise and lead on the construction, development and delivery of the Mayor's goals, priorities and responsibilities.
- To work with Chairs, Commissioners and Chief Executives in the GLA Group to ensure that the performance of the GLA Group meets the requirements and expectations of the Mayor
- To represent the Mayor in engaging with key stakeholders on GLA policies and priorities.
- To take decisions on behalf of the Mayor under delegated authority and to deputise for him where appropriate.

Principal Accountabilities

1. Provide high level policy, strategic, budgetary and delivery advice to the Mayor as required.
2. Act as the Mayor's spokesperson where necessary, in conjunction with the Mayor's Communications Director and ensure the Mayor's policies and priorities are actively promoted.
3. Provide leadership to the mayoral team to ensure the Mayor's priorities are being communicated and delivered effectively.
4. Work closely with the GLA's Head of Paid Service and Executive Directors to ensure the most effective delivery of the Mayor's priorities.
5. Where appropriate to be the mayoral appointee on boards to which the Mayor appoints and chair internal boards, such as the Investment and Performance Group.
6. Engage with key contacts around London including, boroughs, the private sector, not for profit sectors, stakeholder groups and the wider GLA Group in support of fulfilling the job purpose
7. Ensure that Londoners are consulted on and involved in decision-making and given real opportunities to support their delivery.

- Promote and enable equality of opportunities, addressing the specific needs and aspirations of London's diverse communities.

Dimensions

Accountable to: The Mayor

Accountable for: Resources allocated to the job

Principal contacts: The Mayor, the mayoral team, Head of Paid Service, senior managers of the Authority and functional bodies, central government, other statutory agencies, universities and research institutes, and voluntary bodies

Person Specification

Technical requirements/qualifications/experience

- A clear ability to act in an inspirational leadership role in support of the Mayor (and where necessary on behalf of the Mayor) in relation to policy development, advocacy and stakeholder relations
- A successful track record of giving high level policy and strategy advice on complex or sensitive issues in a political environment at senior level.
- Track record of leading high profile strategic projects successfully and delivering outcomes in a challenging and demanding environment
- Experience of liaising with government ministers, senior business leaders and with the ability to influencing relevant outcomes.
- An understanding of how the GLA's wish to take a strategic lead in combating discrimination and promoting equality of opportunity can be enhanced and successfully supported by this role.
- Excellent understanding of the most significant issues facing London with underpinning knowledge about how these may be tackled through development of the various policy areas applicable to 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

Stakeholder Focus

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

Level 4 indicators of effective performance

- Adapts objectives and the GLA's public facing position based on the context behind stakeholder needs and requests
- Builds the GLA's reputation as an organisation committed to meeting the needs of Londoners
- Manages partner organisations' and Londoners' expectations of the GLA by anticipating and influencing changing priorities
- Instils a culture that encourages GLA staff to think about meeting Londoners' needs first
- Builds the confidence of staff, partner organisations and Londoners by ensuring the GLA delivers quality work

Communicating and Influencing

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

Level 4 indicators of effective performance

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

Strategic Thinking

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

Level 4 indicators of effective performance

- Develops a positive and compelling vision of London's future potential, demonstrating confidence in the strategic direction of the GLA
- Translates an understanding of the 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