

Job Description



Job Title: Head of Mayor's Office	Service Area: Mayor's Office
Division/Section: Strategic Services	Job Number: 21505 Job Evaluation Number: LBN99
Grade: SMR-B	Date last updated: September 2018 Date of last Evaluation: September 2018

Overall Purpose of Job

To work directly with the executive Mayor, Cabinet and Mayoral Advisers, ensuring effective discharge of the Mayor's role and executive functions and the effective management of the civic functions of the Mayor and Deputy Mayor, Chair of Council, Cabinet and Mayoral Advisers.

To establish and maintain effective communications and advisory channels between the Chief Executive's office, the Mayor and Members, Directors or Senior Managers, external bodies, Members of Parliament, Government Departments, partners and other stakeholders.

To ensure the coordination and delivery of full executive support to the Mayor, Cabinet and Mayoral Advisers

To ensure effective representation of the Council and contribute to the leadership of the Council, represent the Mayor and proactively resolve conflicts and sensitive issues relating to the business of the council rationally and effectively to obtain a satisfactory outcome

To support the delivery of democratic and civic functions and procedures including the Overview and Scrutiny process and the Youth Council

The post holder will be expected to make a major contribution to the effective management of the authority in supporting the Mayor in their role

Job Context

1. The postholder reports to the Director of Strategic Services.
2. The postholder has direct line management responsibility for four posts and overall managerial responsibility for a team of up to 10 staff.
3. The postholder is the head of service for the Mayors Office providing administrative, governance, civic and issues management support to the Mayor, Cabinet and Mayoral Advisers and the Council
4. The postholder has budget responsibility of approx. £500k.
5. The postholder will be required to work some evenings and weekends and occasional public holidays in order to meet service requirements and in order to ensure appropriate representation of the Council with residents, the Mayor and elected members, and external bodies.

Key Tasks and Accountabilities

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the postholder. This is not an exhaustive list of all tasks that may fall to the postholder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

1. To be the lead on effective advisory support to the Mayor and senior council officers including:
 - Providing advice and support
 - Preparing and co-ordinating briefings
 - Report clearance meetings for Council, Cabinet and Mayoral Proceedings Meetings
 - To co-ordinate effective policy analysis, review and development
 - Drafting complex and sensitive briefings, advice papers and reports
 - Ensure that multi-disciplinary teams develop issue briefs on complex and sensitive matters
2. To provide research, briefings and reports on policy, operational issues or other complex matters.
3. To lead on and build effective communications and working relations with Members, officers, local government associations, Members of Parliament, Government Departments and other external bodies.
4. To lead and coordinate a team to prioritise the Mayor, Cabinet and Mayoral Advisers time and work according to their priorities locally, regionally, nationally and internationally, making judgements on priorities.

5. To respond to issues on the Mayor, Cabinet and Mayoral Advisers behalf to ensure their time is focused on key priorities and work programmes.
6. To manage youth representation and civic engagement programme including support to Young Mayor and youth council, elections etc
7. To lead the administrative and support services provide to the Mayor, Cabinet and Mayoral Advisers, including correspondence and the Mayor's casework
8. To support the Mayor with the delivery of the community relations plan, including the Mayor's surgery and telephone surgery
9. To ensure that tact and diplomacy are key when dealing with people at all levels while maintaining a strong personal impact.
10. To lead, implement and maintain administrative systems, including links to casework and complaints systems to maximise the effectiveness of the Mayor's Office and the time of the Mayor, Cabinet and Mayoral Advisers
11. To lead on work with senior officers to manage issues effectively to achieve resolution that meets the needs of the Mayor, Cabinet and Mayoral Advisers and the Council.
12. Work with the Scrutiny Team and the Mayor, Cabinet and Mayoral Advisers to ensure the scrutiny obligations of executive members is met and coordinate responses from the Mayor, Cabinet and Mayoral Advisers to scrutiny in line with the scrutiny protocol and constitution
13. Coordinating Member Planning Sessions including budget setting session as well as other Member briefings.
14. To positively contribute to the leadership of the Council, including leading on confidential and sensitive special projects identified by the Mayor.
15. To exercise initiative and influence in all spheres of work; be a confident self-starter, capable of responding effectively and flexibly to all aspects of the role.

PERFORMANCE

16. Day to day management of the workload of the Mayor, the Mayor, Cabinet and Mayoral Advisers and the Mayor's Office ensuring all commitments are covered.
17. To be the lead officer for the front face of the Council on behalf of the Mayor and minimise any operational and performance issues that may have a reputational impact on the Mayor and Members.
18. To work effectively with elected members, ensuring synergy between operational, strategic and political priorities.

CULTURE

19. To promote and demonstrate a practical commitment to equal opportunities.
20. To contribute to the corporate culture, which is forward thinking, results orientated and customer focused.
21. To support the Council in meeting and monitoring high standards of conduct and probity in the public life of the authority.
22. To deal responsively and sensitively with matters that are the subject of high priority to Members and the Executive, always exercising the utmost probity and judgement.

Personal Specification



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IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

CRITERIA	METHOD OF ASSESSMENT
<p>EQUALITY AND DIVERSITY</p> <p>We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.</p>	
<p>PROTECTING OUR STAFF AND SERVICES</p> <p>Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.</p>	

<p>KNOWLEDGE:</p> <p>Wide ranging and detailed knowledge of all activities of the Council, and other relevant public bodies.</p> <p>Excellent understanding of the Council's vision, objectives, strategies and policies.</p> <p>A comprehensive understanding of the Council's governance arrangements under the mayoral model.</p> <p>Knowledge and understanding of local government and its policies, strategic legislative and financial frameworks and the national policy agenda.</p> <p>Awareness of equal opportunities, customer care and quality standards.</p> <p>Advanced knowledge and experience of up to date and state of the art information and communications technology packages and systems, including an awareness of the role of ICT in supporting the Mayor in his/her work.</p> <p>A working knowledge of the key legislative framework for all service areas of the council and an in-depth knowledge of the legislation and key issues for the council overall</p>	<p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form</p> <p>Application Form</p> <p>Application Form</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p>
<p>QUALIFICATIONS</p> <p>Degree level or equivalent.</p>	<p>Application Form/Documentation</p>
<p>EXPERIENCE:</p> <p>Experience of operating in a busy, demanding, complex political environment.</p> <p>Experience of writing and presenting complex and very sensitive reports.</p> <p>Experience of developing and preparing presentations, taking complex information and making it understandable to the relevant audience.</p> <p>Experience of arranging complex and high-profile</p>	<p>Application Form</p> <p>Application Form/Interview/Test</p> <p>Application Form/Interview/Test</p>

events.	Application Form/Interview/Test
<p>SKILLS AND ABILITIES:</p> <p>Highly developed persuasive communication skills in order to act with sensitivity and tact, to inform, advise and persuade, and have the confidence and ability to deal with a wide range of people and situations, both verbally and in writing, including in relation to highly confidential and sensitive material.</p> <p>Good organisational skills with an eye for detail.</p> <p>Ability to analyse complex information/data and summarise clearly and simply, identifying key issues for action.</p> <p>Ability to prepare complex reports, briefings and documents.</p> <p>Ability to work on own initiative, prioritise own work and manage a significant and varied workload, often with competing demands.</p> <p>Ability to manage complex policy development and reviews, undertake investigations and identify potential problem areas.</p> <p>Ability to deal diplomatically with difficult situations and individuals.</p> <p>Ability to contribute to corporate/service projects and initiatives.</p> <p>Proven analytical and problem solving skills with the ability to think critically.</p> <p>Ability to proactively resolve conflicts rationally and to effectively obtain a satisfactory resolution/outcome.</p> <p>Able to think creatively and come up with innovative solutions.</p> <p>Ability to apply a logical and practical approach to problem-solving and to deal with problems constructively and effectively.</p>	<p>Application Form/Interview/Test</p> <p>Interview/Test</p> <p>Application Form/Interview/Test</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p>

PERSONAL STYLE AND BEHAVIOUR:	
Able to maintain confidentiality and sensitivity in all circumstances.	Interview
Able to maintain a strong personal impact while demonstrating tact and diplomacy when dealing with people at all levels.	Interview
Displays warmth and a sense of humour.	Interview
Can negotiate and handle work problems without alienating people and is able to get their co-operation in non-authority relationships.	Interview
Flexible, pro-active and responsive approach to work.	Interview
Displays resilience, skills and reliability under heavy pressure.	Interview
Outgoing, professional manner, and able to work to a high standard to very tight deadlines.	Interview
Propensity for thinking ahead, and the ability to rise to the challenge of new or unexpected circumstances.	Interview
Has perseverance and focus in the face of obstacles, takes charge and is capable of standing alone, yet is open to learning from others when necessary.	Interview
Demonstrates confidence and assertiveness as necessary.	Interview
Quickly masters new business and technical knowledge.	Interview
A flexible approach to working hours, able to work regularly outside of normal working hours Monday – Friday, at weekends and over Public Holidays as necessary.	Interview