**Job Description**

##### Job title: Community Engagement Officer – Events (p/t – 22.2 hour pw)

##### Grade: 8 Post number: GLA3849

**Directorate:** Communities and Social Policy

**Job Purpose**

To engage with London’s diverse communities on behalf of the GLA and ensure that insight from this engagement is used to improve the GLA’s policy and programmes. This part time role has a special focus on working with the GLA Events team to improve community involvement in events.

##### Principal accountabilities

1. Lead day to day communications and engagement with London communities and their representative organisations as part of the Mayor’s programme of community engagement.
2. Implement a programme of engagement to effectively communicate the Mayor’s agenda to London communities, and identify opportunities to partner and take action on issues that matter to London’s communities.
3. Be a key community engagement advisor to the events team, making recommendations for engagement approaches including community advisory groups
4. Identify opportunities to work with London’s communities on issues that matter to them, and to feed insight from this into relevant GLA policy teams.
5. Write briefings for the Mayor and senior managers of the Authority on issues pertaining to community engagement in relation to specific areas of Mayoral policy.
6. Use creative and innovative methods of engaging London’s communities, including new technology and community development approaches.
7. Respond appropriately to correspondence and act as an initial point of contact for Londoners and London communities and feed these into relevant policy teams.
8. Develop methods of communication which deliver the message of the team’s work effectively to internal and external stakeholders
9. Provide a full range of high level administrative support to senior officers of the Authority and senior members of the team, including arranging and servicing project groups.
10. Manage resources allocated to the job in accordance with the Authority’s policies and Code of Ethics and Standards and realise the benefits of London’s diversity by promoting the diverse needs and aspirations of London’s communities.
11. Realise the benefits of a flexible approach to work in undertaking the duties and responsibilities of this job, and participating in other public liaison functions in a multi-disciplinary, cross-department and cross-organisational groups and project teams.

##### Dimensions

Accountable to: Community Engagement Manager

Accountable for: Resources allocated to the job

Principal contacts: The Mayor, Director of External Affairs, Director of Marketing,

Mayoral Advisers, External Affairs staff, Staff and Managers of

the Authority and individuals and London community groups.

##### Person specification

1. **Technical requirements/experience/qualifications**
   * Understanding of key policy issues in respect of London’s communities and stakeholders.
   * Experience of work on a strategic, London-wide level in developing relationships with a range of London communities and organisations.
   * Experience of using community insight to effect change in policy and practice
   * Evidence of success in contributing to the building of working relationships across professional and operational boundaries with external organisations.
2. **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

**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 2 indicators of effective performance

* Seeks to understand requirements, gathering extra information when needs are not clear
* Presents the GLA positively by interacting effectively with stakeholders
* Delivers a timely and accurate service
* Understands the differing needs of stakeholders and adapts own service accordingly
* Seeks and uses feedback from a variety of sources to improve the GLA’s service to Londoners

##### 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 2 indicators of effective performance

* Works with a view to the future, prioritising own and others’ work in line with GLA objectives
* Briefs and prepares team to accomplish goals and objectives
* Communicates the GLA’s strategic priorities in a compelling and convincing manner, encouraging buy-in
* Balances own team’s needs with wider organisational needs
* Identifies synergies between team priorities and other relevant agendas

##### 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

##### RESEARCH AND ANALYSIS

… is gathering intelligence (information, opinion and data) from varied sources, making sense of it, testing its validity and drawing conclusions that can lead to practical benefits.

Level 2 indicators of effective performance

* Proactively seeks new information sources to progress research agendas and address gaps in knowledge
* Grasps limitations of or assumptions behind data sources, disregarding those that lack quality
* Analyses and integrates qualitative and quantitative data to find new insights
* Translates research outcomes into concise, meaningful reports
* Identifies relevant and practical research questions for the future

**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 2 indicators of effective performance

* Maintains a focus on key priorities and deliverables, staying resilient in the face of pressure
* Anticipates and adapts flexibly to changing requirements
* Uses challenges as an opportunity to learn and improve
* Participates fully and encourages others to engage in change initiatives
* Manages team’s well-being, supporting them to cope with pressure and change

**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.