

The Mayor's Office for Policing and Crime

Job Description

Role	Correspondence, Enquiries and FOI Officer	Grade	G7
Reports To	Correspondence, Enquiries and FOI Lead	Post Ref	
Directorate	HR, Private Office and Secretariat	Team	MOPAC Secretariat

Job purpose

(There will be two roles delivering against this job description, in order to gain resilience and capacity. The post holders will work to the same line manager. These two postholders will be able to cover for each other and maintain oversight of each other's work.)

- Deliver effective correspondence and enquiries arrangements for MOPAC.
- Support the Correspondence, Enquiries and FOI Lead to deliver statutory FOI work and GDPR requests to support the organisation.
- The role will support the Mayoralty in its efforts to maintain transparency and positive stakeholder engagement experience with the public and broader stakeholders.

Principal Accountabilities

1. Maintain and administer the system for receiving, handling and managing the response to large volumes of routine correspondence, routine enquiries, GDPR related requests and FOI requests for MOPAC.
2. Maintaining, managing and overseeing the management of delegated correspondence on Microsoft Teams; ensuring each correspondence has a related reference number, a response template and regular updates.
3. Drafting correspondence which does not need officer input and liaising with the MPS to manage casework which comes in from the public. Only delegating correspondence to teams when absolutely necessary or to seek Team approval.
4. Support Private Office by liaising with colleagues across MOPAC, the GLA and MPS to ensure the maintenance of high standards of consistency and timeliness in handling correspondence and complaints.
5. Provide support to colleagues across MOPAC on compliance with FOI requests ensuring that the organisation fully meets its obligations.
6. Support work on continuous improvement of procedures for handling high volume accountability arrangements requiring cross-organisational contributions e.g. correspondence and enquiries.
7. Maintain corporate records and databases such as the register of interest, gifts and hospitality register, and non-employee records.

General Responsibilities

- Manage staff and resources allocated to the job in accordance with MOPAC's Code of Conduct, including their responsibilities around preventing fraud, bribery and corruption.
- 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.
- To be responsible for your own health and safety and that of your colleagues and all others in the workplace, in accordance with MOPAC Health and Safety policies.
- To work in accordance with data protection policies and adhere to Freedom of Information policies where appropriate.
- 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.
- To undertake such other duties as may be reasonably expected.

Key relationships

Accountable to:	Correspondence, Enquiries and FOI Lead
Accountable for:	Staff and resources allocated to the job
Principal contacts:	DMPC, SLT, Mayor's Office, Head of Private Office and Secretariat, DMPC Policy Officer, Briefings Officer, London Victim's Commissioner and Senior MPS Staff

Person specification

Technical requirements:

1. Strong written and spoken English and demonstrable experience of formal written correspondence.
2. Evidence of being able to work in an agile way, working on multiple policy areas at once.
3. Experience of engaging with the public and providing good customer service and outcomes.
4. Evidence of supporting senior executives through briefings, external communications, confidential meeting, supported by strong administrative and organisational skills.

Behavioural competencies

Delivering Outcomes

Delivers quality outcomes to meet objectives

Works to support the delivery of relevant objectives and meet the needs of customers and managers. Undertakes a range of tasks, ensuring outcomes are delivered to a high quality standard within the required timeframe.

Works to support effective decision-making

Helps others by supplying them with appropriate information and support where relevant. Ensures appropriate record keeping, feeding back learning for future working.

Organisational Influence

Acts with Professionalism

Behaves appropriately, taking personal responsibility for own actions and setting a good example for other colleagues. Actively demonstrates the promotion of equality and valuing of diversity and helps others to do so. Develops from own experience and supports the development of others where relevant. Takes account of how own behaviour affects others. Shows initiative, personal resilience and motivation to deliver a quality service. Upholds legislation, regulations and policy, acting with integrity and challenging those who do not.

Develops effective communications and working relationships

Builds effective relationships with customers, colleagues and stakeholders. Communicates Effectively and inclusively with customers, senior managers and team members. Ensures clear, two-way communication through listening and responding appropriately, learning and sharing Information. Upholds organisational reputation.

Productivity

Manages own time and relevant resources efficiently and effectively

Prioritises work and use of resources to meet local objectives. Ensures time and resources are used in a way that best meets customer and MPS needs. Uses MPS resources efficiently, ethically and appropriately. Shows support for efficient working.

Date: April 2021