### Job Description

**Job title: Policy and Projects Officer, Social Integration**

**Grade: 7**

**Directorate: Communities and Intelligence**

**Unit: Communities and Social Policy**

**Job purpose**

1. Co-ordinate and deliver a range of research and policy briefings relating to social integration, citizenship, and wider social policy issues.
2. Work with external stakeholders and partners to successfully deliver against social integration goals
3. Support the team on a wide range of communications, events and grant programmes, as required.

#### Principal accountabilities

1. Contribute to the delivery of the Social Integration Strategy programmes and projects.
2. Help develop and maintain effective partnerships and networks with external bodies that support the delivery of the Mayor’s social integration programmes.
3. Engage with and support stakeholders from the public, voluntary and private sector, setting out the benefits of participating in Mayoral social integration programmes.
4. Actively facilitate social integration programme delivery and involvement of stakeholders through a variety of activities
5. Develop and maintain effective procedures for collating and updating information on social integration policies and programmes, including monitoring and reporting progress, and facilitating its use in relevant GLA strategies and programmes.
6. Identify and facilitate opportunities for closer collaboration across GLA programmes and relevant partnership initiatives.
7. Actively support and contribute to provision of timely policy advice and briefings to GLA colleagues, including the Mayor’s Office and responses to correspondence and queries.
8. Actively support the mainstreaming of social integration considerations through the GLA Group’s core business
9. Help to facilitate clear and effective communication of the Mayor’s social integration priorities and programmes, including through liaising with the GLA press/PR team and supporting the GLA’s social media and website activity.

## Key Relationships

Accountable to: Senior Policy Officer, Social Integration

Accountable for: Resources allocated to the job

Principal contacts Communities and Social Policy Team, Mayor’s Office (including Deputy Mayors/Mayoral Advisors) and senior GLA colleagues, London Councils and local authorities, civil society, charitable funders

**Person specification**

**Technical requirements/experience/qualifications**

1. Experience of working in partnership with public sector agencies, voluntary and community groups and the private sector.
2. Understanding of social integration issues affecting Londoners.
3. Project management skills and experience, and ability to ensure initiatives are delivered to agreed targets and timescales.
4. Experience of planning and organising a variety of partnerships, engagement and communications activities involving civil society, diverse communities and a wide range of stakeholders at all levels.
5. Understanding of, and a commitment to, equality of opportunity and serving London's diverse communities, and the ability to apply this in a policy and projects role.

**Behavioural competencies**

**Building & 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

**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 external 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

**Problem solving**  
… is analysing and interpreting situations from a variety of viewpoints and finding creative, workable and timely solutions.

Level 2 indicators of effective performance

* Processes and distils a variety of information to understand a problem fully
* Proposes options for solutions to presented problems
* Builds on the ideas of others to encourage creative problem solving
* Thinks laterally about own work, considering different ways to approach problems
* Seeks the opinions and experiences of others to understand different approaches to problem solving

**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