**Job Description**

**Job title: Research and Operations Manager**

**Grade: 10**

**Post number:**

**Directorate: Assembly & Secretariat**

**Unit: Scrutiny & Investigation**

**Team: Scrutiny & Investigation**

**Job purpose**

To lead and manage teams of staff to deliver high-quality research, data analysis and policy projects for the London Assembly, its committees and its Members.

**Principal accountabilities**

1. To work closely with the Assistant Director to set and deliver priority areas of work for the London Assembly’s Scrutiny team.
2. To manage staff (currently 14 posts) within the Scrutiny team on work for committees and the London Assembly as a whole, to deliver high quality research, analysis, briefings, advice and outputs to and for the Assembly and its committees.
3. To establish, lead and be responsible for a Research Unit function, managing 4 members of staff, within the London Assembly Secretariat, to provide information, data and research on GLA and London policy issues to the London Assembly, its committees and its Members.
4. To play a lead role in the Secretariat for the delivery of the Directorate’s business plan and strategic goals, in order to ensure the Assembly’s impact and profile is measurably improved over time.
5. Manage staff and resources in allocated to the job in accordance with the Authority’s policies and Code of Ethics and Standards.
6. 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.

**Key contacts**

**Accountable to:** Assistant Director, Scrutiny and Investigation

**Accountable for:** Line management of 14 members of staff within the Scrutiny team

**Principal contacts:** Executive Director of Secretariat, Assembly Members, Senior Managers in the Secretariat

**Person specification**

**Technical requirements/experience/qualifications**

1. Knowledge and understanding of political, policy and governance issues relating to London and the UK more widely.

2. Proven experience working with research and data projects.

3. Experience establishing and successfully carrying out a programme of policy projects.

4. Experience leading and managing large teams and delivering complex projects to tight deadlines.

5. Experience of operating effectively in a political environment.

6. Degree or equivalent experience.

**Behavioural competencies**

**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 3 indicators of effective performance:

* Monitors allocation of resources, anticipating changing requirements that may impact work delivery
* Ensures evaluation processes are in place to measure project benefits
* Gains buy-in and commitment to project delivery from diverse stakeholders
* Implements quality measures to ensure directorate output is of a high standard
* Translates political vision into action plans and deliverables

**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 3 indicators of effective performance:

* Encourages and supports teams in engaging in transparent and inclusive communication
* Influences others and gains buy-in using compelling, well thought through arguments
* Negotiates effectively to deliver GLA priorities
* Synthesises the complex viewpoints of others, recognises where compromise is necessary and brokers agreement
* Advocates positively for the GLA both within and outside the organisation

**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 4 indicators of effective performance:

* Exchanges ideas and knowledge with partners, subject-matter experts, and senior stakeholders to foster new research agendas and derive insights for the GLA
* Takes accountability for the quality of intelligence that research and new policy are based upon
* Encourages new and innovative insights from analysis
* Evaluates the feasibility and cost effectiveness of research proposals, stringently assessing whether the research will add real value
* Encourages research with a highly practical focus and maximum impact for Londoners

**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 3 indicators of effective performance:

* Clarifies direction and adapts to changing priorities and uncertain times
* Minimises the pressure of change for the directorate, lessening the impact for the team
* Uses change as an opportunity to improve ways of working, encouraging others’ buy-in
* Keeps staff motivated and engaged during times of change, promoting the benefits
* Takes ownership for communicating change initiatives clearly, ensuring smooth implementation

**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 3 indicators of effective performance:

* Motivates and inspires others to perform to their best, recognising and valuing their work and encouraging them to learn and reflect
* Sets clear direction and expectations and enables others to interpret competing priorities
* Agrees and monitors challenging, achievable performance objectives in line with GLA priorities
* Manages performance issues effectively to avoid adverse impact on team morale and performance
* Promotes a positive team culture that respects diversity and deals with barriers to inclusion

**ORGANISATIONAL AWARENESS**

… is understanding and being sensitive to organisational dynamics, culture and politics across and beyond the GLA and shaping our approach accordingly

Level 3 indicators of effective performance:

* Uses understanding of differences between the GLA and its partners to improve working relationships
* Helps others understand the GLA and the complex environment in which it operates
* Translates changing political agendas into tangible actions
* Considers the diverse needs of Londoners in formulating GLA objectives
* Helps others understand how the media and external perceptions of the GLA influence work

**Political Restriction**

This job is ‘politically restricted’ under the Local Government and Housing Act 1989

**Working Patterns**

N/A.

**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.