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### Job Description

**Job title: Project Coordinator (Insecure Status)**

**Grade: 9**

**Directorate: Communities and Intelligence**

**Unit: Communities and Social Policy**

**Job Purpose**

To unite and build on existing streams of mayoral work to support Londoners with insecure status, creating a flagship ‘moment’ for all Londoners with insecure status to seek support to confirm their residency and citizenship rights, and to build a sustainable programme of support.

**Principal accountabilities**

1. Develop a London-wide approach to the provision of immigration advice, building relationships with the advice sector in order to promote innovation, widen access, and to proactively share learning.
2. Develop and manage a programme of work to increase the accessibility and reach of immigration advice services in London, including managing new GLA investment in legal advice provision for Londoners with insecure immigration status.
3. Engage Londoners with insecure status through management of tactical outreach work, working closely with civil society and community organisations to encourage Londoners to seek immigration advice and support, and work with other key stakeholders to positively promote the uptake of citizenship
4. Build relationships with key London stakeholders to secure future investment and support for the programme in future years.
5. Manage a team including civil society secondees to deliver related projects, including the EU Londoners Hub and work to support young Londoners with insecure status. Take responsibility for managing and motivating the team to deliver their principal accountabilities, as set out in their job descriptions to the required performance level and in accordance with the Authority’s policies and Code of Ethics and Standards.
6. Maintain an up-to-date awareness of legislative, technical and policy changes to immigration related social policy issues, and seek to anticipate and identify emerging issues, new developments and innovations that may impact on the Mayor’s policies and projects, and provide written and oral briefings, high level advice and specialist reports for the Mayor and advisers on these issues.
7. Lead on communications for the relevant policy area, including working with other GLA teams to ensure alignment on campaigns, responding to enquiries from stakeholders on issues covered by the post, and representing the GLA at external stakeholder meetings.
8. Assist senior officers in responding to the Assembly’s scrutiny and questioning function with respect to the unit’s work.
9. 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.
10. 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

**Dimensions:**

Accountable to: Principal Policy and Programmes Officer - Immigration

Accountable for: Staff and budgets allocated to specific programmes

**Person specification**

1. Excellent understanding and knowledge of the policy issues impacting Londoners with insecure status
2. Understanding of and experience working with the key sectors supporting Londoners with insecure status including civil society, legal advice and statutory sectors
3. Experience of providing policy advice within a political environment, and writing reports and briefings on complex and/or sensitive issues for a variety of expert and non-expert audiences.
4. A track record in successfully undertaking project work and delivering on target and to budget.
5. A track record of successfully managing and leading a team.

**Behavioural competencies**

**1 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

**2 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

**3 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 3 indicators of effective performance

* Translates GLA vision and strategy into practical and tangible plans for own team or delivery partners
* Consistently takes account of the wider implications of team’s actions for the GLA
* Encourages self and others to think about organisation’s long term potential
* Informs strategy development by identifying gaps in current delivery or evidence
* Takes account of a wide range of public and partner needs to inform team’s work

**4 MANAGING AND DEVELOPING PERFORMANCE (where post has line management responsibility)**

… 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 2 indicators of effective performance

* Seeks opportunities to develop professional skills and knowledge and encourages team to do so.
* Ensures own and others’ workloads are realistic and achievable
* Provides staff with clear direction and objectives, ensuring they understand expectations
* Recognises achievements and provides constructive feedback and guidance
* Gives staff autonomy and confidence to perform well and to their potential

**5 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

**6 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

**7 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

**8 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 will be made to working arrangements to accommodate a person with a disability who otherwise would be prevented from undertaking the work.**