

Job Description

Job title: Mayor's Correspondence Senior Co-ordinator

Grade: 7

Directorate: Mayor's Office

Unit: Private Office

Job purpose

To act as the Mayor's Correspondence Senior Co-ordinator, providing support to the Mayor's Correspondence Manager and covering for that post holder in their absence.

Principal accountabilities

1. Support the Mayor's Correspondence Manager and act as that post holder's deputy, providing cover for their duties in their absence.
2. Handle a significant correspondence caseload for the Private Office.
3. Represent the Private Office at correspondence meetings and play a lead role in advising and presenting information to the Private Office on all matters relating to correspondence.
4. Establish and maintain lines of communication and positive working relationships with all parties, including all parts of the GLA and its Functional Bodies, involved in correspondence to resolve problems, reduce bottlenecks and make improvements to the correspondence handling process.
5. Provide cover for the Assembly Liaison Manager, when necessary.
6. 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.
7. These following accountabilities are common to all posts and should be listed at the end.
8. Manage staff and resources in allocated to the job in accordance with the Authority's policies and Code of Ethics and Standards.
9. 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: Mayor's Correspondence Manager

Accountable for: Work content: Support to the Mayor's Correspondence Manager in ensuring that Mayoral correspondence gets signed off.

Staff: no direct reports

PERSON SPECIFICATION

Technical requirements/experience/qualifications

1. Proven track record of developing and implementing systems to enable the effective delivery of business processes.
2. Knowledge and understanding of political sensitivities, and the ability to operate in, a complex political environment.
3. Experience of handling a large and complex correspondence workload.
4. Experience of success in building and forming working relationships across professional and operational boundaries within an organisation and with external organisations.
5. Ability to engender trust and confidence and demonstrate probity and integrity in the provision of advice and support on complex issues.
6. Successful experience of developing and managing effective confidential information and storage and retrieval systems.

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 1 indicators of effective performance

- Builds rapport quickly with people at all levels and from different backgrounds
- Actively listens to others and is open to their ideas
- Identifies and resolves conflict between self and others
- Makes others feel comfortable and respected by being positive and friendly
- Shares information openly with colleagues within and outside own team

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

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

DECISION MAKING

... is forming sound, evidence-based judgements, making choices, assessing risks to delivery, and taking accountability for results.

Level 2 indicators of effective performance

- Takes decisions as necessary on the basis of the information available
- Makes decisions without unnecessarily referring to others
- Involves and consults internal and external stakeholders early in decisions that impact them
- Identifies potential barriers to decision making and initiates action to move a situation forward
- Demonstrates awareness of the GLA's decision making processes and how to use them

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 1 indicators of effective performance

- Stays calm in pressurised and demanding situations
- Responds flexibly to changing circumstances
- Recognises when unable to cope and asks others for help
- Demonstrates openness to changing work priorities and deadlines
- Maintains personal well-being and achieves a balance between work and home life

ORGANISATIONAL AWARENESS

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

Level 1 indicators of effective performance

- Understands the structure and statutory responsibilities of the GLA
- Understands how own role and work contributes to team and organisational objectives
- Understands the role of the GLA, the Mayor and the Assembly in relation to Londoners
- Is sensitive to the culture and political context of the GLA and uses it to work effectively
- Treats GLA information as sensitive and confidential

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.