

JOB DESCRIPTION

Job title: SitCen Duty Officer
Grade: 8 (plus shift/on-call allowance)
Directorate: Chief Officer's Directorate
Unit: City Operations
Team: London Situational Awareness Team

Job Purpose

To act as the single point of contact /duty officer for the GLA. To liaise with stakeholders, partners and responders to provide time sensitive situational awareness, early warning, incident monitoring and alerting capability.

Principal accountabilities

1. Produce analytically robust, credible, timely and high-quality reports, both in response to taskings and pro-actively as events dictate.
2. Ensure the accurate and timely flow of information between decision makers, the GLA Group and relevant government departments.
3. Develop and maintain effective networks and relationships with internal and external stakeholders to achieve objectives in line with tasked priorities. Engage with internal customers daily to ensure currency of priorities and tolerances.
4. Provide written and oral briefings, and specialist reports for senior staff and relevant stakeholders. Help in the identification and development of new reporting streams.
5. Maintain an up to date awareness of relevant legislative and national policy changes applicable to the operational functions of the team.
6. Conduct duties in accordance with asset, information, and protective security processes as per government policy and information originator's requirements.
7. Identify capabilities and methodologies that could increase the effectiveness of the team.
8. Strive for continuous improvement in GLA's crisis response capability through up-to-date doctrine, training and exercising and capturing and applying lessons learnt
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.
10. Manage and maintain resources allocated in accordance with the Authority's policies, Code of Ethics and Standards, relevant government policy and legislation.

Dimensions:

Accountable to: SitCen Team Leader

Accountable for: the resources allocated to the post

Person specification

1. Experience of open source analysis, collection methodologies and the ability to formulate and deliver robust predictive or deductive assessments.
2. Understanding of Information management principles and data assurance legislation and their application in the workplace.
3. Evidence of providing advice, guidance to inform decision making in response to an incident.
4. High level communication skills, with a successful track record of giving professional advice to decision makers as well as staff at all levels of an organization on complex and sensitive issues.
4. Evidence of success in preparing and presenting clear and concise written reports and briefings on complex and sensitive issues within demanding timescales.
5. Evidence of success in building and maintaining working relationships and partnerships across professional and operational boundaries within and beyond an organisation.
6. Experience of successful working in a similar role within political or comparable high-profile or highly complex environment.
7. Ability to work on a rotational shift pattern.
8. Willingness to undergo the National Security Vetting processes to the level of Security Cleared.

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

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

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- 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 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

3 STAKEHOLDER FOCUS

... is consulting with, listening to and understanding the needs of those our work impacts and using this knowledge to shape what we do and manage others' expectations.

Level 2 indicators of effective performance

- Seeks to understand requirements, gathering extra information when needs are not clear
- Represents the GLA positively by interacting effectively with stakeholders
- Delivers a timely and accurate service
- Understands the differing needs of stakeholders and adapts own service accordingly
- Seeks and uses feedback from a variety of sources to improve the GLA's service to Londoners

4 ORGANISATIONAL AWARENESS

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

Level 2 indicators of effective performance

- Challenges unethical behaviour
- Uses understanding of the GLA's complex partnership arrangements to deliver effectively
- Recognises how political changes and sensitivities impact on own and team's work
- Is aware of the changing needs of Londoners, anticipating resulting changes for work agendas
- Follows the GLA's position in the media and understands how it impacts on work

5 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

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- 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

6 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

7 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