

Job Description



Job Title: Head of Mayor’s Office	Service Area: Mayor’s Office	
Directorate: Resources	Post Number TBC	Evaluation Number: LBN 477
Grade: SMR-B	Date last updated: August 2022	
People at the heart of everything we do We are committed to putting people – Newham residents and Council staff – at the heart of all we do. Our approach is a collaborative joint enterprise between residents, the Mayor, Members, Council staff and the Corporate Management Team.		
Equality and diversity We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity policy in the course of their work.		
Protecting our staff and services Adherence to health and safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good health and safety practices and manage risks appropriately.		
Corporate parent We believe that every member of staff working for Newham Council should understand and fulfil our corporate parenting responsibilities for our looked after children that we have under the Children and Social Work Act 2017.		

Overall Purpose of Job

The Head of the Mayor's office is a vital role within the council advising the Mayor on policy and administrative issues and managing the support team for the Mayor and Cabinet so that they can undertake their executive and civic functions. The role will involve:

- Advising the Mayor on a wide range of policy and administrative issues
- Commissioning work on behalf of the Mayor
- Recording and disseminating decisions
- Overseeing the mayoral diary and casework
- Working closely with the chief executive and advising senior council officers, to ensure that Mayoral decisions and requirements are properly communicated and that the Mayor is fully briefed and well informed

- Working closely with the policy and communications teams to help drive forward and communicate the Mayor's agenda and priorities

Job Context

- The post holder will report into the Assistant Director, Executive and Corporate Support.
- The post holder will be enthusiastic, committed and keen to make a difference to the lives of Newham residents
- Be politically astute and understand the appropriate connections between elected politicians and officials;
- Have an appreciation of the mayoral model and the importance of governing with the highest ethical standards;
- Demonstrate an understanding of the linkages between politics and management and the different challenges for strategic and operational management in London local government;
- Excel at partnership working and be an effective negotiator and influencer;
- Be able to generate trust and confidence through your actions;
- Have excellent written and oral communication skills;
- Have experience managing teams and getting the best out of them;
- Demonstrate a high degree of tact and diplomacy when dealing with sensitive and high-profile issues
- Manage highly complex issues within a framework of policy and regulatory guidelines. Expert knowledge and significant experience are required to resolve complex issues and proactively anticipate and mitigate problems.
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- Design and develop innovative solutions, which enhance the quality and efficiency of services and reputation of the council.
- The post holder will be required to work some evenings, weekends and occasional public holidays in order to meet service requirements and to ensure appropriate representation of the Council with residents, the Mayor and elected Members, and external bodies.
- The post holder will be responsible for managing the service budget of up to £600K~~ion~~, monitoring expenditure and costs for the Mayor's Office service delivery.

Key Tasks and Accountabilities:

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

1. To lead and manage a first-class, professional and comprehensive support function to the Mayor, and Cabinet Members.
2. To develop, improve and co-ordinate logistical support systems for the Mayor and Cabinet to fulfil their executive, community leadership and civic roles.
3. Source and provide advice for the Mayor to support them in their executive role, including preparing the Mayor for meetings of Mayor and Cabinet, Full Council and external appointments including with national and regional government.
4. To arrange, manage and oversee meetings and events convened by the Mayor's Office on behalf of the Mayor, and Cabinet Members.
5. To provide briefings and reports for the Mayor and Cabinet Members and senior officers as required.
6. To manage incoming and outgoing correspondence, including casework, managing a timely and effective service which promotes the reputation of the Council as efficient and responsive to residents' needs.
7. To lead, develop and maintain systems to ensure effective and efficient management of the Mayor's casework.
8. To lead the co-ordination of and provide comprehensive management information and briefings on the performance of the Council in relation to the Cabinet Accountability Model.
9. To respond promptly, effectively and sympathetically to a range of internal contacts, external stakeholders and residents on behalf of the Mayor.
10. To lead and develop effective working arrangements between the Mayor's Office, Mayor and Cabinet, Overview and Scrutiny, the Chief Executive's Office, the Executive Support Office and directorates across the Council.
11. To develop and manage a suite of processes and key performance indicators for the Mayor's Office, ensuring compliance with relevant policies and alignment with the Cabinet Accountability Model.
12. Lead, develop and deliver service plans to meet strategic business goals, ensuring compliance with all internal and external standards.
13. Lead, design and implement innovative service delivery practice, techniques and approaches within the Mayor's Office to ensure continuous improvements in all aspects of the service.
14. To oversee the management of Mayor's Office systems, including being responsible for regular reporting and the development of shared working practices using available ICT resources.

15. To line manage, appraise and develop staff accountable to improve performance and ensure the Mayor's Office objectives are met. To line manage other support staff or temporary staff as required.
16. Lead, motivate and develop staff to create and maintain a highly competent and participative workforce.

Personal Specification



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IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

EQUALITY AND DIVERSITY

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

PROTECTING OUR STAFF AND SERVICES

Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.

CRITERIA- Essential	METHOD OF ASSESSMENT
KNOWLEDGE: - A solid understanding of the role and functions of local government - A strong understanding of current issues facing local government in London - Strong understanding of the legal and financial framework within which local government operates, and of its role within the local community - Awareness of quality and major service issues facing the Council	Application and Interview

• Strong understanding of the practical and political issues resulting from the Mayor & Cabinet model • A detailed understanding of the importance of solid processes and systems in a large organisation.	
EDUCATION/QUALIFICATIONS • Educated to degree level or equivalent level of work experience relevant to the field.	Application and Interview
EXPERIENCE: • Proven in-depth awareness of the implications of working in a political environment • Experience of managing and dealing with highly sensitive casework • Experience of handling confidential information sensitively • Experience of dealing with residents in a front-facing manner and of negotiating satisfactory resolutions to difficult problems • Experience of devising and implementing management and administrative systems in a busy senior executive environment	Application and Interview
SKILLS AND ABILITIES • Comprehensive project management skills including the ability to co-ordinate a range of events and projects simultaneously • Excellent communication skills including the ability to deal with challenging issues in a sensitive and resident-focused manner • Broad range of ICT skills • Excellent written and verbal communication skills.	Application and Interview
PERSONAL STYLE AND BEHAVIOUR: • Ability to remain calm while working under pressure • Ability to manage a heavy workload to tight deadlines • Ability to deal with highly sensitive information discreetly and with the highest ethical standards.	

• Ability to interact confidently with elected members, senior managers, and senior officers from other organisations Ability to demonstrate, understand and apply our HEART values. These are embedded in all roles and applicants must evidence their values as part of the application process: ○ Honesty ○ Equality ○ Ambition ○ Respect ○ Together	Application and Interview
OTHER SPECIAL REQUIREMENTS: None	