

Job Description

Job Title: Deputy Head of Mayor's Office – Policy and Public Affairs	Service Area: Mayor's Office
Corporate/Section: Change & Improvement	Job Evaluation Number: 7837
Grade: PO6	Date last updated: June 2026

Building a Fairer Newham

We are committed to investing in our people and our borough to make it the best place to live. We are addressing poverty and inequality, tackling the housing crisis, health inequality and food insecurity. Our commitment starts within the workplace where we strive to ensure the Building a Fairer Newham Corporate Delivery Plan is our number one priority to deliver better and fairer outcomes for our residents

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 as 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

To lead the policy, stakeholder and public affairs function of the Mayor's Office, ensuring the Mayor's priorities are clearly translated into deliverable activity across the Council and with external partners.

The post-holder will work closely with Communications and the Corporate Strategy team to coordinate the development, positioning and delivery of Mayoral priorities. The role will also oversee key relationships and external engagement, ensuring the Mayor is effectively connected to partners, communities and stakeholders.

The post holder will report to the Head of Mayor's Office. The post holder will be expected to work effectively with senior stakeholders, including the Mayor and the Corporate Leadership Team, Councillors, and external partners to ensure effective service delivery and delivery of key organisational priorities.

Job Context

- The postholder reports to the Head of Mayor's Office.
- The role line manages the Mayor's Political Assistant and other roles as required.
- The post works closely with Communications, Corporate Strategy, the Chief Executive's Office and senior officers across the Council.
- The role requires operating in a fast-paced, politically sensitive environment, balancing strategic priorities with day-to-day demands.

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. Employees will be expected to carry out such other reasonable duties which may be required from time to time.

Policy coordination and delivery of Mayoral priorities

1. Support the Head of Mayor's Office to shape, coordinate and track delivery of the Mayor's priorities.
2. Work with services and Corporate Strategy to ensure priorities are translated into clear plans and actions.
3. Maintain oversight of key programmes, ensuring alignment with the Mayor's vision and commitments.

Stakeholder management and public affairs

1. Lead the Mayor's Office approach to stakeholder management, building and maintaining strong relationships with key partners, including public sector organisations, community groups and external stakeholders.
2. Ensure a coordinated approach to engagement, visits and external activity.
3. Provide oversight of stakeholder mapping and engagement plans aligned to Mayoral priorities.

Management of political and advisory support

1. Line manage the Mayor's Political Assistant, ensuring effective support to the Mayor on political and stakeholder matters.
2. Provide oversight of political intelligence, ensuring the Mayor is sighted on key issues, risks and opportunities.
3. Ensure alignment between political advice and officer-led activity.

Working with Communications and Corporate Strategy

1. Work closely with the Communications team to ensure consistent messaging, effective media handling and alignment between policy and communications.
2. Collaborate with Corporate Strategy to ensure Mayoral priorities are embedded in corporate planning and performance frameworks.
3. Support the coordination of announcements, campaigns and key moments.

Briefings, insights and forward planning

1. Oversee the development of high-quality briefings, ensuring the Mayor is well-informed ahead of meetings, events and decisions.
2. Ensure forward planning is in place for key policy, engagement and communications activity.
3. Draw together insight from across the organisation to support decision-making.

Cross-organisational coordination

1. Act as a central point of coordination between the Mayor's Office, Communications, Corporate Strategy and service directorates.
2. Ensure that Mayoral priorities are clearly communicated and understood across the organisation.
3. Support alignment between policy development, delivery and external engagement.

Person Specification

Job Title: Deputy Head of Mayor's Office – Policy and Public Affairs	Service Area: Mayor's Office
Corporate/Section: Change & Improvement	Job Evaluation Number: 7837
Grade: Recommended: PO6	Date last updated: Jan 2026

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.

CRITERIA	METHOD OF ASSESSMENT
EQUALITY AND DIVERSITY	
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PROTECTING OUR STAFF AND SERVICES	
Adherence to Health and Safety requirements and proper risk management is required from all employees as far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.	

KNOWLEDGE: • Robust knowledge of Council governance processes • Knowledge of customer care • Knowledge of performance management procedures and how to support staff. • Knowledge of the Council's strategic objectives and how the Council is delivering through each Directorate these key priorities. • Detailed working knowledge of Microsoft office package including Word, Excel, Power Point and use of internet	Application Form/Interview Application Form/Interview Application Form/Interview Interview Application Form
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QUALIFICATIONS: • Appropriate qualification or equivalent level of attainment which may be work-based rather than academic	Application Form
EXPERIENCE: • Experience of providing services to senior leadership In a fast-paced political environment • Proven experience in managing complex casework and handling complaints, with a strong track record of achieving positive and timely outcomes • Experience managing complex projects • Experience of writing high quality communications, including briefings and policy documents	Application Form/Interview Application Form/Interview Application Form/Interview Application Form/Interview Application Form/Interview

• Excellent interpersonal and presentational skills, with the ability to communicate effectively with a wide range of audiences • Experience developing solutions through collaboration with a range of external and internal stakeholders, including senior leaders	Application Form/Interview
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SKILLS AND ABILITIES: • Good written and verbal communication skills (including spelling, grammar, punctuation, and numeracy) • Ability to communicate with a variety of people at various levels • Ability to work effectively as part of a team • Ability to work on own initiative and manage a significant and varied workload with competing demands • Ability to prepare reports and documents e.g. presentations from text • Ability to develop and maintain good, productive working relations with Members, managers, and staff in a highly customer focussed environment • Ability to manage and lead a team Line Management: • Ability to apply a logical and practical approach to problem-solving and to deal with problems both constructively and effectively. • Ability to pro-actively resolve conflicts and problems rationally and to effectively obtain a satisfactory resolution/outcome. • Ability to deal diplomatically with demanding situations and individuals	Application Form/Test Interview Interview Interview Interview Interview Interview Interview Interview Interview Interview Interview/Test Interview/Test
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PERSONAL STYLE AND BEHAVIOUR: • Demonstrate a professional approach and commitment to customer service • Flexible, pro-active, and responsive approach to work • Able to maintain confidentiality and sensitivity in all circumstances • Ability to deal effectively with performance management issues and motivate colleagues. • Ability to influence and deal confidently with senior managers and other internal/external stakeholders. • Good organisational skills with an eye for detail • Highly developed persuasive communication skills to act with sensitivity and tact, to inform, advise and persuade, and have the confidence and ability to deal with a wide range of people and situations, both verbally and in writing, including in relation to highly confidential and sensitive material	Interview Interview Interview Interview Interview Application Form/Interview/Test Interview
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