

Job Description

Job Title: Office Manager	Service Area: People Policy & Performance
Division/Section: Mayor's Office	Job Number: 50416
Grade: PO3	Date last updated: May 2020

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.

Overall Purpose of Job

****THIS POST IS POLITICALLY RESTRICTED****

1. Provide a seamless and efficient service to support the Mayor, Deputy Mayors and Cabinet, Deputy Cabinet members and Commissioners.
2. To take a lead role, as a manager within the wider Mayor's Office, to ensure the office as a whole runs smoothly and provides an excellent service to its customers and clients with motivated and highly performing staff;
3. To line manage a number of staff within the Mayor's Office to ensure a professional, efficient, confidential and high quality administrative and casework service to the Mayor, Deputy Mayors and Cabinet, Deputy Cabinet members and Commissioners;
4. Attend meetings requested by and attended by the Mayor, Deputy Mayors and Cabinet, Deputy Cabinet members and Commissioners, producing a record of decisions and ensuring appropriate follow up action;
5. To have overall responsibility for managing the Mayor's casework and any casework related to Cabinet portfolios, and to quality assure all casework correspondence that leaves the Mayor's Office;
6. To oversee the quality of diary management provided by the Mayor's Executive PA;

7. To oversee the delivery and maintenance of all administrative and correspondence systems and processes;
8. To monitor, evaluate and improve office systems and working practices to maintain continuously efficient and effective support to the Mayor and Cabinet and Mayoral Advisers;
9. To efficiently allocate incoming requests to the team, prioritising actions and monitoring team resource so that deadlines are met.

Job Context

1. The postholder reports to the Chief of Staff to the Mayor.
2. The postholder has line management responsibility for two Casework Officers and the Mayor's Executive PA.
3. The postholder has no direct budget responsibility.
4. The postholder may be required to work flexibly, including evenings and weekends to meet the needs of the Mayor, Deputy Mayors and Cabinet, Deputy Cabinet members and Commissioners, and will work as part of a rota system providing required office cover.

Key Tasks and Accountabilities

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

1. To delegate, supervise and quality assure the casework service provided to the Mayor, Deputy Mayors and Cabinet, Deputy Cabinet members and Commissioners
2. To ensure the office maintains an accurate electronic diary, meeting management and 'bring forward' paper filing system.
3. To oversee the quality of diary management provided by the Mayor's Executive PA.
4. To oversee and quality assure the correspondence drafted by the Casework Officers to ensure high quality, empathetic, accurate and professional correspondence on behalf of the Mayor.
5. To deliver excellent line management including regular one to one meetings; team meetings; inductions; appraisals; personal development plans and development opportunities.
6. To assist the Chief of Staff and management team, contributing to effective team leadership within the Mayor's Office; motivating and supporting staff through supervision; team meetings; away days and special projects.

7. To oversee team performance and take appropriate action if targets are not met. Responsibility for the training and development plan for staff in the Mayor's Office.
8. To draft, implement and monitor the Mayor's Office Service Offer to the Mayor, Deputy Mayors and Cabinet, Deputy Cabinet members and Commissioners.
9. To liaise and communicate with officers and external organisations on behalf of the Mayor, Deputy Mayors and Cabinet, Deputy Cabinet members and Commissioners.
10. To oversee and maintain all administrative systems and processes; meeting customer service targets where appropriate and ensuring compliance. This includes but is not restricted to: correspondence; telephone call answering; declarations of gifts and hospitality; electronic and paper filing systems.
11. To undertake and track progress of actions on behalf of the Mayor, Deputy Mayors and Cabinet, Deputy Cabinet members and Commissioners; taking ownership and management of operational issues, including follow up or remedial actions as required.
12. To evaluate and improve systems, process and work practices to continuously maintain effective and efficient support to the Mayor, Deputy Mayors and Cabinet, Deputy Cabinet members and Commissioners.
10. Service meetings requested by and attended by the Mayor, Deputy Mayors and Cabinet, Deputy Cabinet members and Commissioners, producing a record of decisions and ensuring appropriate follow up action;
16. To deputise for the Chief of Staff as appropriate.

Person 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.

CRITERIA	METHOD OF ASSESSMENT
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.	
KNOWLEDGE: <ul style="list-style-type: none"> Advanced knowledge and understanding of Executive/PA support functions. Advanced knowledge and understanding of managing people. Applied knowledge and understanding of customer service standards. Applied knowledge and understanding of casework management systems Applied knowledge and understanding of keeping 	Application Form/Interview Interview Interview Application Form /Interview

<p>accurate information records, including the risks of poor information management.</p> <ul style="list-style-type: none"> • An understanding of the implications of working in a confidential environment. • An exceptional command of the English language, both verbal and written English. • Applied knowledge of Microsoft Office (or equivalent) - at least in Word, Excel, Outlook and PowerPoint. • Political awareness and understanding of the roles and responsibilities of Mayor, Cabinet and elected members in a local authority 	<p>Interview</p> <p>Application Form/Interview</p> <p>Application Form</p> <p>Application form</p>
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<p>EXPERIENCE:</p> <ul style="list-style-type: none"> • Experience of providing a secretarial/PA support service. • Experience of managing and motivating staff. • Experience of working in a busy, demanding environment. • Experience of using information technology to keep accurate and organised electronic filing systems; manage electronic diaries and manage performance. • Experience of operating in professional, customer-focused environments. 	<p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p>
<p>SKILLS AND ABILITIES</p> <ul style="list-style-type: none"> • Exceptional written and verbal communication skills. • Advanced interpersonal and people management skills. • Resilient and flexible; able to manage a demanding workload. • Able to work independently with minimal supervision. • Able to build effective working relationships with senior people. • Excellent customer service and casework resolution skills. • Highly developed analytical skills; able to evaluate different courses of action; make decisions and stick by them. 	<p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Application Form/Interview</p> <p>Interview</p> <p>Interview</p>
<p>PERSONAL STYLE AND BEHAVIOUR</p> <ul style="list-style-type: none"> • Highly motivated and able to inspire and motivate others. • Highly organised and able to manage competing work streams. 	<p>Interview</p> <p>Interview</p>

<ul style="list-style-type: none"> • Pays close attention to detail. 	Interview
QUALIFICATIONS <ul style="list-style-type: none"> • Relevant professional experience. 	Application Form
CIRCUMSTANCES Available to work occasionally outside normal business hours if required.	