

| Job Description & Person Specification | |
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| GLCCA Area: Resources Directorate | Job Ref Number: |
| Contract: Permanent and Office- Based | Grade: 11 |
| Politically Sensitive Yes | |
| Job Title: Mayor's Office Manager | |
| <p>PURPOSE OF JOB:</p> <p>Working with a newly appointed team, this role directly supports the Mayor by providing high level support and advice, prioritising, coordinating and supporting the Mayor's activities, leading decision making on the mayor's attendance at events and maintaining the Mayor's personal relationships with stakeholders.</p> <p>The Mayor's Office Manager will be responsible for the Mayor's support and will work closely with the Corporate Leadership Team of the Authority.</p> <p>The role is responsible for a wide range of activities including:</p> <ul style="list-style-type: none"> Providing a high-level gateway to the Mayor's diary, communications and casework Providing strategic triage and management of the Mayor's inbox and workload Supervising the support officers to ensure effective delivery of routine casework, policy queries and correspondence with residents and other stakeholders Support the Mayor to convene events, roundtables & summits through effective planning and staging of Mayoral events. Maintaining the Mayor's personal relationships with key stakeholders in government, business and communities Representing the mayor's office / Authority where appropriate <p>The postholder must have a strong knowledge of the communications landscape, experience of managing and delivering casework activities and a proven ability to develop efficient and effective systems and processes to support the operation of the Mayoral office.</p> | |
| <p>TEAM STRUCTURE:</p> <p>The current is:</p> <div style="text-align: center; margin-top: 20px;"> <pre> graph TD A[Director of Resources (S73)] --> B[Mayor's Office Manager] B --> C[Support Officer x 2] </pre> </div> | |

MAIN DUTIES:

The specific accountabilities of this role will be flexible and will change to meet the needs of the organisation as required but will include (or be equivalent in nature to) those listed below:

- Ensure the effective and efficient operation of the Mayor's Office, developing robust processes and procedures, and ensuring high performance standards against all areas of responsibility.
- Managing the Mayor's Office, including line management of the team and budgets
- Ensure effective operation of the Mayor's diary and activities, leading decision-making on the Mayor's attendance at events and meetings, prioritising as required
- Ensuring arrangements are in place for the Mayor and the Deputy Mayor to ensure delivery against GLCCA objectives
- Overseeing the day-to-day flow of papers, meetings and wider business activities; ensuring the timely and effective response to mayoral correspondence; facilitating decision-making; and communicating the Mayor's decisions. Ensuring others pick up relevant actions and progress them to completion in line with corporate timetable.
- Working with relevant senior colleagues, building relationships with key external public and private sector stakeholders on behalf of the Mayor and managing the prioritisation of these stakeholders' access to the Mayor.
- Representing the mayor's office / Authority where appropriate
- Provide high quality advice and guidance to the Mayor on convening and attendance at meetings and events. Where necessary, act as trouble-shooter in resolving difficult or sensitive issues relating to meetings and events.
- Post holder to continually build and strengthen relationships across the Authority, including Elected Members, Government officers and Ministers, outside partners and third parties.
- Post holder to be main point of contact between operation of the Mayor's office and the Authority.
- Utilising a strong understanding of the communications landscape, work with GLCCA colleagues in communications to develop responses to media enquiries and opportunities.
- Working with GLCCA staff to arrange and manage the Mayor's events, roundtables and summits to support the Mayor's convening role. Plan events, visits and deal with all logistics arising for the proper staging and delivery of such events, working closely and collaboratively with relevant GLCCA staff as appropriate.
- Ensure that either directly or through GLCCA colleagues, the Mayor has the appropriate core support for meetings and external visits, ensuring briefing needs are identified in advance to ensure timely and appropriate preparation.
- Take or arrange for notes to be taken of the Mayor's meetings as required, ensuring these are appropriately approved and communicated.
- Oversee all correspondence that is managed through the Mayor's inbox including letters, communication with the Combined Authority and working with the Caseworkers to provide support to responses to public correspondence.
- Oversee the policy correspondence reflects the Mayor's views and is handled and progressed appropriately.
- Oversight of the performance and progress of all correspondence through the Mayor's Office
- Maximizing the impact of resources and value for money to achieve improved outcomes for the Mayor and the CCA
- Maintain up-to-date knowledge of relevant guidelines and legislation.
- Lead specific ad hoc projects on behalf of the Mayor.
- Attend meetings with the Mayor as appropriate
- Flexibility to cover other members of the team

*This is not a complete statement of all duties and responsibilities of this post. The postholder may be required to perform other duties as directed by their line manager that are commensurate with the level of the post. This document will also be supplemented by key objectives which will be set through the performance and development review process.

PERSON SPECIFICATION

This post requires a range of knowledge and skills as follows:

- Relevant qualification, e.g. post graduate degree or professional qualification in business management, finance or related discipline.
- Experience of management within a business environment at a senior level, including working in a large public or private sector organisation with a minimum of 3 years' experience.
- Experience of over 2 years management practice
- Experience of managing and delivering a high performing support service
- People and organisational skills of the highest order
- Exceptional oral and written communication skills
- Ability to liaise confidently at the highest level
- Customer care skills, focussed, approachable and friendly
- Reliable and discreet
- Positive 'can do' attitude with the ability to stay calm under pressure when meeting deadlines
- Good working knowledge of Local Government and political awareness
- Experience in maintaining highly confidential data and records
- Shorthand or proven ability in note taking
- Proficient in Word, Powerpoint, Outlook, Excel and Visio

The specific knowledge, skills and abilities required will vary depending on the needs of the role. Specific posts may necessitate advanced specialist knowledge and skills. Post holders should be comfortable working with ambiguity and uncertainty.

| Requirements | Where identified * | Essential | Desirable |
|--|--------------------|-----------|-----------|
| Qualifications and Knowledge | | | |
| Educated to degree level or the equivalent knowledge gained through demonstrable experience in a directly related area of work | | E | |
| Strong understanding of the operation of Central Government, Local Government and the role of the Mayor | | E | |
| An Understanding of the UK's political landscape | | E | |
| Knowledge of Government and regional figures | | | D |
| An understanding of the issues affecting stakeholders and constituents across Greater Lincolnshire | | E | |

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| Able to interpret national changes and developments into local and organisational context and vice versa | | E | |
| Awareness of the Greater Lincolnshire Combined Authority, our remit and the issues currently facing the region | | | D |
| Experience of creating and leading a high performing team | | | D |
| Experience of working in a complex political environment, combined with an ability to work closely with politicians and senior staff. | | E | |
| Extensive experience of building and maintaining relationships with a wide range of stakeholders including MPs, Local Authority representatives, community groups, businesses, Central Government and other key contacts. | | E | |
| Politically astute with experience of working within a fast-paced political environment. | | E | |
| Understanding of Mayoral priorities. | | | D |
| Experience of effective diary management and prioritisation. | | E | |
| Experience of consistently producing high quality written work to deadlines | | E | |
| Proven ability to provide research within a political or complex business environment, on a wide range of topics, assimilate information and review correspondence in a political environment | | E | |
| Experience of organising and managing the organisation of public engagements and events | | E | |
| Experience of leading a team and collaboratively with colleagues across an organisation | | | D |
| Excellent organisational and written skills | | E | |
| Experience of delivering casework | | E | |
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GENERAL

The postholder is required to take personal responsibility for contributing to organisational transformation and changes in ways of working, maximising the benefits and efficiencies for both internal and external customers, including the promotion and use of self-service to achieve maximum cost effectiveness.

The postholder is expected to work to the Authority's Core Values and Behaviours and to carry out the duties in accordance with GLCCA policies.

Other Duties - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.