

# Head of Leader's Office

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## About Redbridge

Redbridge is amongst the fastest growing places in the country and we are full of ambition for our people and communities. We are proud of the rich diversity across the borough. As home to more than 350 local voluntary and community organisations and thousands of businesses we want to build on our successes and strong partnerships and work smarter and faster to deliver growth and investment and improve the lives of all our residents. We have excellent schools, good affordable housing (compared to other parts of London) high quality open spaces and rapid transport connections into the heart of the city - all of which offer great opportunities for people of all ages to enjoy.

Our population increase - both because of people living longer and because our young families are growing - is driving more demand for adults and children's services and affordable housing. This means we need to deliver proactive customer-centric services and ensure we have strong employment opportunities and economic growth potential as well as good housing provision, designed for current and future need. We want everyone to feel safe and proud to belong to our Borough and believe this is a fantastic time to be at the centre of a big team effort that will deliver our vision with, and for, the people of Redbridge.

All of this means we need to work as a united, positive team, with determination and pace, to make sure our vision and plans are achieved. We have a strategic delivery plan already in place and this is underpinned by our values of **Collaboration, Honesty, Excellence and Fairness**. All the foundations are in place to build and deliver a range of solutions and outcomes that will continue to make sure Redbridge is a fantastic place to live work and play for people of all ages.

## Role Purpose

Reporting to the Executive Director of Customers, Performance and Insight you will act as the Policy Advisor to the Leader and supporting the Leader and Cabinet in their full range of responsibilities. You will manage the Leader's Office and the provision of an efficient Mayoral Service.

# Key Accountabilities

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## To manage the Leader's Office

- Manage and provide policy and executive support and advice to the Leader of the Council and Cabinet across the full range of Council activities.
- Engage with the Executive Leadership of the organisation on behalf of the Leader's office and liaise on key business as required

- Coordinate and forward plan the work of the Leader and the Cabinet ensuring all deadlines are met and opportunities are identified
- Write and coordinate non-political speeches, briefings and communications for the Leader.
- Lead and coordinate projects, undertake research and draft policy positions for the Leader.
- Create a forward plan relevant to the Leader and facilitate the day-to-day activity as part of this plan.
- Work with the CEO's office to develop a forward plan for the cabinet and Leader alongside the senior leader team including the setting up of awaydays
- Lead the support offer provided to the Leader in preparing for events, functions etc. This work will include ensuring that the Leader is provided with all relevant information and will involve the co-ordination and preparation of briefing notes on a wide range of topics.

### Policy Advisor to the Leader

- Provide policy support to the Leader's role in representing the Council on outside bodies. Advise the Leader on key policy issues and act as the liaison point with appropriate service areas to ensure that the Leader is fully informed on matters to be pursued and their implications for Council policy.
- Coordinate and drive longer term strategic planning on behalf of the Leader's office.
- Work with the Leader and his office along with the Communications and Engagement team to facilitate lobbying activity. This will include engaging with external key stakeholders to support key policy positions agreed with the Leader.
- Liaise closely with the Chief Executive's office and other senior Council staff to facilitate coordination of the Leader's official activities.
- Brief and advise, as required, the Chief Executive, Directors and other senior officers, as appropriate, to raise awareness of emerging issues, identify outstanding issues to be agreed and support the Leader in achieving and progressing corporate decisions and policy.
- Work with Communications and Engagement to support an effective communication and liaison service on behalf of the Leader with Central Government, other Local Authorities and other relevant parties, including, Ministers, MP's, MEP's, government departments, Mayor of London, GLA Members, and other external agencies.
- Ensure that any issues that arise at any event/meeting are identified, captured and communicated to the relevant person(s) within the authority for any follow-up action or any commitments given by the Leader are monitored to ensure delivery. Close working with the CEO's and the Leadership team to ensure priority issues are actioned.

- Ensure that the Leader is briefed fully, and within appropriate timescales, on all significant matters that arise from the flow of papers into the Executive Support Office and with other official organisations with whom the Leader is associated.
- Arrange and attend meetings with the Leader, as required, and give advice where appropriate and undertake any necessary follow up action.
- Develop an understanding of the overall functions, aims and direction of the Council, including its strategic objectives and action plans and to develop a good knowledge of the operations of Council departments so that information required by the Leader can be easily obtained.

### To manage the provision of an efficient Mayoral Service

- Responsible for the supervision, training, development, performance management and health and safety of staff supervised directly in the section.
- Ensure the Mayor is given excellent advice and support.
- Oversee the necessary arrangements to successfully deliver all mayoral functions, including major high-profile events; to include contact with other mayors, senior officers and dignitaries.
- Take responsibility for the maintenance and safe keeping of the civic insignia, regalia and mayoral robes, ensuring that the necessary security and insurance arrangements are in place.
- Effectively manage the mayoral chauffeur service including reviewing the provision of the service periodically.
- Monitor and manage the mayor's office budget and mayoral allowance to ensure the delivery of a cost-effective and transparent service within budget.
- Develop, implement and evaluate cost-effective strategies for improving the effectiveness of the Mayoralty.

### General duties

All duties and responsibilities should be carried out in accordance with the Council's constitution, code of conduct, governance arrangements, policies and procedures.

**Equalities** - Complying with the Council's strong commitment to achieving equality of opportunity and outcomes in its services to the community and in the employment of people. You are expected to understand, comply with and promote Council policies in your work, to undertake any appropriate training and to challenge any prejudice and discrimination.

**Customer Care** - Complying with corporate and service area customer service standards and promoting the development of high quality, empathetic, individualised and customer-led services.

**Health and Safety** - Being responsible for your own Health & Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow

established systems of work, use protective equipment where necessary and report defectives and hazards to management.

Taking responsibility for continuing self-development and participating in training and development activities.

Participating in the ongoing development, implementation and monitoring of the service plans.

Supporting and contributing to value for money, service efficiencies and improvements.

## Person specification

		Desirable / Essential
<b>Statutory or Mandatory qualifications:</b>		
<b>Educational Ability</b>	Educated to degree level or equivalent level of experience gained in a role working within a local authority or similar organisation.	D
<b>Minimum experience/ knowledge/ skills:</b>	Experience of providing high level policy support and advice	E
	Experience of advocacy work and stakeholder engagement	
	Management experience in an office environment	E
	Experience of working in a political environment	
	Ability to work in a demanding environment and with minimum supervision to a high standard	E
	Excellent Relationship managements skills	E
	Ability to meet tight deadlines and prioritise workloads	
	Strong organisational, analytical and research skills	E
	Keep abreast of new legislation and developments on local government of a national, regional and local nature and to gather, analyse and interpret such information from external sources as necessary in order to brief the Leader.	E
	Perform other such duties consistent with the primary function and duties of the post.	E
<b>Customer focus</b>	Understanding of needs of Members and Officers and how to manage and deliver services to meet their requirements.	E
<b>Communicating and influencing</b>	Ability to disseminate information to employees that is clear and readily understandable.	E
	Ability to express ideas and proposals with clarity so as to be effective in influencing desired objectives.	
<b>Building relationships, working together and in partnership</b>	Ability to create culture where staff feel able to question and challenge the status quo without fear.	E
<b>Respecting &amp; implementing diversity</b>	Demonstrable ability to set priorities, consult customers/users, monitor performance against targets and objectives, and provide continuous improvements in performance.	E

<b>Planning, organising &amp; achieving results</b>	Experience of working in partnership with and managing internal and external stakeholders, including schools, local community groups, not-for-profit, public and private sector organisations, in complex and changing environments.	E  E
<b>Embracing change</b>	Ability to identify when change necessary for statutory purposes, because of local circumstances or to achieve improved performance and to manage the implementation of that change in a constructive and positive manner.	E
<b>Leadership</b>	<p>Ability to obtain and organise resources (budget, people etc) to enable projects to proceed and act to remove obstacles to progress.</p> <p>Inspire staff with a "quality" approach towards everything they do and a philosophy of continuous improvement.</p> <p>Foster powerful and productive working relationships both within the service, cross-functionally and externally.</p>	E  E E
<b>Managing and developing people</b>	<p>Recruit and induct competent staff using the full range of modern selection procedures.</p> <p>Prioritise work and allocate resources to support priorities.</p> <p>Delegate work as appropriate, finding the right balance between "letting go" and providing the necessary level of support.</p> <p>Communicate in an open and honest way, encouraging feedback covering both positive and more difficult issues.</p> <p>Share information with staff in an open and timely way.</p> <p>Use structured systems such as the performance review/staff development scheme for agreeing individuals' development needs and provide appropriate development inputs and evaluate outcomes.</p>	E  E  E  E

## Other Considerations

<b>Working pattern and travel</b>	<p>Post holder will on occasions be expected to work evenings and at weekend events, for which time off in lieu will be available.</p> <p>The post holder will consider their role as a manager of staff and both their own development and the development of their team. This will be done in line with the values of the organisation.</p>
<b>Safeguarding disclosure</b>	The Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. This post is identified as involving or undertaking regulated activity with one or more of these groups or is a position of trust.

	Employment is subject to suitability to work with children or other vulnerable groups and advanced Disclosure and Barring Service checks (DBS) is required.
Special factors or constraints	<p>This post falls within the “politically restricted” category under the Local Government and Housing Act 1989 this post is politically restricted. The detail of the restrictions these places upon you are as outlined in the Statement of Main Terms and Conditions of Employment.</p> <p>Maintenance of the highest standard of conduct and public confidence in their integrity.</p>