

## **Job Description**

**Job Title:**                **Mayoral Director, Operations**

**Directorate:**            **The Mayor's Office**

**Reports to:**             **Chief of Staff**

## **Job Purpose**

1. To plan and lead activities and processes to ensure the effective use of the Mayor's time and the effective conduct of the Mayor's business
2. To ensure the Mayor receives timely and appropriate support and advice, both directly and from Mayoral advisors and officers
3. To act as a member of the directorate management team, leading on the systems and processes required to ensure the efficient and strategic conduct of Mayor's Office business

## **Principal Accountabilities**

1. Provide high-level support and advice to the Mayor, and an interface between the Mayor and Deputy Mayors, Mayoral Directors and teams across the GLA.
2. Work with colleagues to ensure the Mayor's priorities are both delivered across the GLA group and effectively communicated to Londoners.
3. Develop and lead clear and transparent decision-making processes to ensure the effective use of the Mayor's time.
4. Hold responsibility for Mayoral sign-off ensuring the Mayor's views are conveyed both internally and externally.
5. Advise the Mayor on submissions, correspondence, briefing and speeches on a wide range of topics. Ensure that all materials meet the Mayor's expectations, and provide answers and further information from colleagues as required by the Mayor.
6. Develop, build and maintain relationships with high-level stakeholders in government, business and communities, both internationally and nationally. Where necessary, act as trouble-shooter in resolving difficult or sensitive issues on behalf of the Mayor, working with other colleagues as appropriate.

7. Work with the Mayor's Chief of Staff, Deputy Chief of Staff and Mayoral Directors to establish a working environment across the Mayor's Office that promotes the Mayor's personal ethos and vision.
8. Ensure that equalities and inclusiveness is given appropriate consideration in all aspects of the work of the Mayor's Office and follow best practice to create a working environment that offers true equality of opportunity.
9. Manage staff and resources allocated to the job in accordance with the Authority's policies and Code of Ethic and Standards.
10. Realise the benefits of London's diversity by promoting and enabling equality of opportunities and promoting the diverse needs and aspirations of London's communities.
11. Realise the benefits of a flexible approach to work in undertaking the duties and responsibilities of this job, and participating in multi-disciplinary, cross-department and cross-organisational groups and project teams.

### **Key Relationships**

**Accountable to:** The Mayor's Chief of Staff

**Accountable for:** Staff and resources assigned to the role.

**Principal contacts:** Deputy Mayors  
Mayoral appointees  
Staff of the GLA and functional bodies  
Key external stakeholders, including the Mayor's personal stakeholders