

Job Description

Job title: Research and Support Officer

Grade: 6

Post number: GLA2360

Directorate: Assembly & Secretariat

Unit: Liberal Democrats

Job purpose

To provide a full range of research, communications, casework and information support to Assembly Member(s).

Principal accountabilities

1. To provide core research and policy briefings, advice and support to the Assembly Member(s) across the range of their GLA functions.
2. To provide pro-active public affairs support to the Assembly Member(s), including producing policy or constituency issue reports to publication standard.
3. To act as the first point of contact for the allocated Assembly Member(s) for all people within and without the organisation, representing the views and interests of the Member(s) in an effective and professional manner, and dealing with a wide range of internal and external people and organisations.
4. To manage all correspondence (including electronic) and casework received by the Member concerned as required.
5. To take primary responsibility for the co-ordination of the given Assembly Member(s) work for Assembly meetings (such as the submission of questions for Mayor's Question Time, and motions), in liaison with the Senior Press & Coordination Officer and other colleagues.
6. To act and manage resources allocated to the job in accordance with the Authority's policies and Code of Ethics and Standards; to 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; to realise the benefits of a flexible approach to work in undertaking the duties and responsibilities of this job, participating in multi-discipline cross departmental and organisational groups and task teams.

Key contacts: Liberal Democrat Assembly Member, Senior Research & Coordination Officer;
Accountable to: Principal Committee Manager
Accountable for: Resources allocated to the job

Person specification

Technical requirements/experience/qualifications

1. Demonstrable research skills, to enable quick and effective grasp of information from a range of sources on a wide range of policy topics, and proven experience of policy briefing in a political / public sector organisation.
2. Demonstrable verbal and written communication skills, including experience of writing a range of different styles of document for different audiences, often within very short timescales; experience of producing information specifically for media work and/or briefings for media interviews; the ability to use a range of software and media.
3. Experience of working directly with influential, high profile people in a pressured environment and in dealing with confidential/sensitive issues and documents; the ability to work in a politically complex organisation and apply political awareness.
4. An understanding of the GLA's commitment to equality of opportunity and valuing diversity, and the ability to translate this into action.

Behavioural competencies

Communicating and Influencing

... is presenting information and arguments clearly and convincingly so that others see us as credible and articulate, and engage with us.

Level 2 indicators of effective performance

- Communicates openly and inclusively with internal and external stakeholders
- Clearly articulates the key points of an argument, both in verbal and written communication
- Persuades others, using evidence based knowledge, modifying approach to deliver message effectively
- Challenges the views of others in an open and constructive way
- Presents a credible and positive image both internally and externally

Building and Managing relationships

... is developing rapport and working effectively with a diverse range of people, sharing knowledge and skills to deliver shared goals.

Level 2 indicators of effective performance

- Develops new professional relationships
- Understands the needs of others, the constraints they face and the levers to their engagement
- Understands differences, anticipates areas of conflict and takes action
- Fosters an environment where others feel respected
- Identifies opportunities for joint working to minimise duplication and deliver shared goals

Organisational Awareness

... is understanding and being sensitive to organisational dynamics, culture and politics across and beyond the GLA and shaping our approach accordingly.

Level 2 indicators of effective performance

- Challenges unethical behaviour
- Uses understanding of the GLA's complex partnership arrangements to deliver effectively
- Recognises how political changes and sensitivities impact on own and team's work
- Is aware of the changing needs of Londoners, anticipating resulting changes for work agendas
- Follows the GLA's position in the media and understands how it impacts on work

Planning and Organising

... is thinking ahead, managing time, priorities and risk, and developing structured and efficient approaches to deliver work on time and to a high standard.

Level 2 indicators of effective performance

- Prioritises work in line with key team or project deliverables
- Makes contingency plans to account for changing work priorities, deadlines and milestones
- Identifies and consults with sponsors or stakeholders in planning work
- Pays close attention to detail, ensuring team's work is delivered to a high standard
- Negotiates realistic timescales for work delivery, ensuring team deliverables can be met

Research and Analysis

... is gathering intelligence (information, opinion and data) from varied sources, making sense of it, testing its validity and drawing conclusions that can lead to practical benefits.

Level 2 indicators of effective performance

- Proactively seeks new information sources to progress research agendas and address gaps in knowledge
- Grasps limitations of or assumptions behind data sources, disregarding those that lack quality
- Analyses and integrates qualitative and quantitative data to find new insights
- Translates research outcomes into concise, meaningful reports
- Identifies relevant and practical research questions for the future

Problem Solving

... is analysing and interpreting situations from a variety of viewpoints and finding creative, workable and timely solutions.

Level 2 indicators of effective performance

- Processes and distils a variety of information to understand a problem fully
- Proposes options for solutions to presented problems
- Builds on the ideas of others to encourage creative problem solving
- Thinks laterally about own work, considering different ways to approach problems
- Seeks the opinions and experiences of others to understand different approaches to problem solving

Reasonable adjustment

Reasonable adjustment will be made to working arrangements to accommodate a person with a disability who otherwise would be prevented from undertaking the work.