

Job Title	Mayor's Correspondence Officer
Team	Mayor's Office
Reporting To	Head of Mayor's Office

About your role

Day-to-day responsibility for ensuring correspondence for the Mayor that comes in via email, letters and social media is dealt with appropriately. This includes drafting responses for approval and publication, as well as working across the organisation to seek answers to questions to help develop your responses; and with outside organisations to seek answers or pass on enquiries from residents or businesses. The postholder will also be responsible for the monitoring of the Mayor's social media channels for questions; and work with colleagues to manage and log all correspondence in the CRM system.

Why is your role important or how does it add value?

- You will help the Mayor to answer all types of questions with impact, supporting his commitment to be highly transparent and open on matters relating to the Mayoralty.
- You will occupy a pivotal role in the Mayor's Office as you lead responses on behalf of the Mayor with residents, businesses and stakeholders and will need to be closely aligned to the Mayor's values, style and policy in crafting response and in managing enquiries.

What are the tasks or work areas you are responsible for?

Ensuring that incoming enquiries to the Mayor are dealt with efficiently and within appropriate timescales, from acknowledging and logging to investigation, remedy and trend analysis.

Drafting and preparing responses to correspondence on behalf of the Mayor, ensuring the output aligns to the values, style and priorities of the Mayor.

Commissioning officers across the MCA Executive to draft and / or provide content to more complex matters, ensuring responses are managed in a timely way.

Supporting continuous improvement in organisational processes relating to handling correspondence and enquiries and, where appropriate, offering guidance and training within the Executive team to continually improve the quality of input.

Prepar regular briefing notes for managers within your line management chain on trends, and on specific complaints to ensure there is clear oversight of issues in support of the values, openness and reputation of the Mayor and MCA.

Using the organisation's Customer Relationship Management system to record data and use it to provide proactive and timely management reports to the Mayor, Management Board and Head of Mayor's Office as required.
Liaising closely with the PA to the Mayor, agree items that require escalation through the management chain and / or to be drawn to the Mayor's personal attention, offering appropriate advice.
Develop relationships with a wide breadth of external delivery bodies, to ensure matters raised with the Mayor, but that are in the remit of other organisations, are expertly managed and handed to other organisations to pick up, ensuring the customer / enquirer has a positive experience of the Mayor's office.
Keep communications colleagues in the Mayor's office updated with any significant activity on the Mayor's social media channels.
Proactively liaising with external stakeholders, including local authority elected members, parliamentary offices and correspondents as appropriate, on issues related to Mayoral correspondence and enquiries.
Provide information that pro-actively contributes to the corporate vision of putting the customer at the heart of what we do and ensuring learning is used to drive continuous improvement across the organisation.
Ensure compliance with Corporate Governance procedures and Data Protection.
Undertake any other duties commensurate with the role as requested by management and represent Senior Management where required.

About You

What kind of behaviours are important?	
Ambition	Does not give in easily, prepared to stick at things to get something finished – persistent.
	A consistent and persistent focus on what matters most for delivery
Innovative	Demonstrates good judgement, capable of making decisions with limited information quickly to ensure initiatives are implemented.
	Willing to be challenged by colleagues – and to bring constructive challenge and support.
Integrity	Organised and structured in how they work, demonstrating good personal time management.
	Consistently applies a high level of attention to detail, even when faced with time pressures.
Collaborative	Has the self-confidence to admit mistakes or errors when debating and working with others.
	Willingly adapts their style to suit different situations
Flexible	Moves quickly to get things done, invests additional effort if needed to meet a deadline or goal.
	Open minded and receptive to new ideas and suggestions, acknowledges the benefit of change even if they have personal concerns.

Impact	Understands the purpose of the organisation, knows the vision and the strategic intention of the organisation.
	Sees opportunities to make processes or how they work better, speaks up and shares their ideas.

What qualifications or wider knowledge do you need?	Measure	Rank
Understanding of the sensitivity of working successfully within a political context and governance framework.	A/I	E
Experience in a relevant area, including experience of a similar enquiry management / correspondence officer role.	A/I	D
Knowledge of the challenges faced to improving the lives of residents.	A/I	E
Good emotional intelligence and interpersonal skills; using a range of appropriate methods and techniques both inside and outside your organisation to build relationships.	A/I	E
Good understanding of issues relating to equality, diversity and inclusion principles	A/I	E
Understanding of how social media platforms operate.	A/I	E
A track record in research and understanding the delivery of public services.	A/I	D
A successful record of planning, prioritising and producing work to a high standard.	I	E

What previous experience is needed?	Measure	Rank
A track record of working in a political environment.	A/I	D
Experience of working with MPs and / or Councillors / and or Mayors.	A/I	D
Experience in establishing and sustaining successful working relationships, both internally and externally with partners that focus on making a difference to a customer or a constituent.	A/I	E
Experience in handling customer comments – supporting both the customer and internal teams through the appropriate process(s).	A/I	D
Proven experience of report writing and making presentations.	A/I	E

What skills should you have?	Measure	Rank
Able to summarise complex topics and information into an accessible style and format.	I	E
Strong organisation, planning and time management skills with the ability to work under pressure, being self-motivated and able to use own initiative to complete tasks under minimal supervision.	I	E
Strong communication skills in person and in writing to produce quality letter and other documents, able to adapt your writing style to a range of audiences and to respond to a range of situations.	A/I	E
Competent in IT packages, including Office 365 and utilisation of CRM systems, shared drives to store and maintain accurate records and track progress	A/I	E
Excellent at teamwork and building relationships to influence results	A/I	E

Additional Requirements	Measure	Rank
Close alignment and affinity with the priorities of the Mayor.	A/I	E
Willing to work flexibly to meet the operational needs of the Mayor.	A/I	E
Energy and willingness to learn, including undertaking training and continuous professional development in connection with the post.	A/I	E
Work in accordance with the values and behaviours of both the Mayor and the South Yorkshire MCA	A/I	E

Key

E = Essential / D = Desirable

A = Application form / I = Interview