

JOB DESCRIPTION

JOB TITLE:	Mayoral Correspondence Officer (12 month fixed term contract)
MANAGED BY:	Rachel Pykett – Head of Policy
GRADE:	Grade 8

BACKGROUND

Working at the West of England Combined Authority

The West of England Combined Authority is seeking to appoint a Mayoral Correspondence Officer to join the Policy Team.

This is an exciting time to join the West of England Combined Authority. In the last year nearly three quarters of a billion pounds of new investment has been secured for the region. New plans are in place to deliver on Mayoral priorities to improve transport, skills and housing for our residents, take decisive action to tackle the climate emergency, and to support communities facing the cost-of-living crisis. There is a relentless focus on delivery to put the West of England on the map for regional, national and global success.

Led by the regional Metro Mayor, the West of England Combined Authority brings together three local councils, the Local Enterprise Partnership and works with communities, other public services, and industry to deliver for the region.

Come and help shape the future of the West of England, a place so many people are proud to call home.

We are an equal opportunities employer, in line with the Equalities Act 2010, and invite applicants to contact us to identify any additional support needed during the recruitment process.

PURPOSE OF THE JOB

Reporting into the Policy and Strategy Team, the Mayoral Correspondence Officer will be responsible for the coordination of responses to correspondence received by the Metro Mayor. You will manage a large and varied range of correspondence, assessing the information needed to respond to individual enquiries, working with officers across the organisation to draft responses, ensuring responses are in plain English and demonstrate empathy with the correspondent.

The post holder will need to have attention to detail and be well organised. They will need to be able to establish effective working relationships with the Mayor's office and with staff right across the organisation in order to ensure correspondence is accurate and reflects the Mayor's preferred style. The post holder will review and deliver improvements to the current correspondence management process and will ensure enquiries from the public are responded to promptly and accurately. As well as coordinating responses from officers across the Combined Authority, the role holder will also lead on drafting responses to some enquiries and take responsibility for building up a library of agreed standard responses to the most common issues.

This will be diverse and busy role. No two days will be the same and you will need to be responsive to supporting the diverse range of responsibilities of the Metro Mayor.

The post holder may also pick up broader duties to support wider engagement with residents and the effective coordination of work across the Strategy and Innovation Team.

KEY RESPONSIBILITIES

- Management of the Mayoral Correspondence System
- Commissioning responses to Mayoral correspondence from officers across the CA
- Tracking response times to ensure all correspondence is replied to in a timely manner
- Drafting correspondence
- Liaising with the Metro Mayor's office to agree drafting revisions and clearance of correspondence

PERSON SPECIFICATION

ESSENTIAL (MUST HAVE)

Qualifications and Knowledge

- Degree in relevant field or relevant experience demonstrated in related area
- Knowledge of the work of national, regional and local bodies in the context of economic growth and public services
- Knowledge of the national, local and regional policy context and how this impacts the work of the CA and Metro Mayor
- Excellent IT skills (MS Outlook, Word, Powerpoint, Excel)

Experience

- Experience of working within a national, regional or local government setting including direct work with elected representatives (or equivalent relevant experience)
- Translating complex issues for a range of audiences
- Writing for a public audience
- Experience of correspondence management
- Experience of dealing with multiple senior stakeholders and elected officials
- Proven ability to prioritise and manage a own workload

Skills and Competencies

- Ability to work collaboratively with the ability to influence colleagues to achieve successful outcomes in a timely manner
- Excellent written and verbal communication skills
- High level of accuracy and attention to detail (literacy and numeracy)
- Ability to remain calm under pressure
- Appreciation of the importance of discretion and confidentiality

DESIRABLE

Qualifications and Knowledge

- Knowledge of the work of the West of England Combined Authority and Metro Mayor
- Experience of using the caseworker.mp correspondence management system (or demonstrable experience of use of an equivalent correspondence management system)
- A background in communications or PR

REWARDS AND BENEFITS

Staff receive:

- 25 days annual leave, rising to 30 after five years' continuous service, plus bank holidays, pro rata
- Auto-enrolment into the Avon Pension Fund
- Cycle to work scheme and secure bike parking
- Free eye tests for all display screen equipment (DSE) users
- Commuter Travel Club - all employees can sign up to receive discounted monthly bus tickets, unlimited bus travel for work or leisure within your chosen zone, automatic ticket renewal and price freeze for 12 months.
- The Combined Authority has adopted a Hybrid working approach, which enables employees to split their week between working in the workplace and working remotely. Hybrid Working forms just part of the flexible working options that the

Combined Authority is offering as the new way of working. Flexible working is an arrangement that enables employees to have a way of working that suits and employee's and employer's needs whilst maintain a work-life balance.

WE PAY THE LIVING WAGE

We're proud to have been accredited as a Living Wage Employer

Living Wage accreditation means that everyone working at The West of England and Combined Authority receives a minimum hourly wage of £9.50 - significantly higher than the government minimum for over 25s, currently £8.72 per hour



It also means that anyone who provides services to, or has contracts with us, must pay the Living Wage, setting the bar for good employer practices in the region. This includes those who provide services to The West of England and Combined Authority, such cleaning and facilities management contracts, as well as those who have contracts with us - such as IT providers.