

JOB DESCRIPTION

JOB TITLE:	Correspondence Officer
MANAGED BY:	Assistant Chief Executive
GRADE:	7

THE ROLE

This role will be responsible for the coordination of responses to correspondence received by the Mayor and the Combined Authority Communications team. You will manage a large and varied range of correspondence, assessing the information needed to respond to individual enquiries and working with officers across the organisation to draft responses.

You will need to have attention to detail, be well organised and be able to establish relationships with staff right across the organisation in order to bring together the right information to draft replies to public enquiries. You 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, you will also lead on drafting responses to some enquiries.

The role will also support the Mayor's visits and engagements and corporate events, ensuring that appropriate preparations are put in place to help these run smoothly.

Key Attributes:

Strong Organisational Skills: Ability to manage a large volume of correspondence, track multiple tasks, and prioritize effectively to ensure timely responses.

Excellent Communication Skills: Capable of drafting clear and concise responses, and able to collaborate with colleagues at all levels to gather and relay accurate information.

Collaborative: Strong interpersonal skills to develop positive working relationships across the organisation, ensuring the smooth gathering of information and coordination of responses.

Problem-Solving: Proactive in identifying areas for improvement in the correspondence management process and implementing changes to enhance efficiency.

Time Management: Ability to handle multiple priorities and meet deadlines in a fast-paced, dynamic environment.

KEY RESPONSIBILITIES

- To manage the Mayoral Correspondence System, ensuring that timely responses are sent to those who contact the Mayor. This may include members of the public, campaign groups, local and national politicians, and other key stakeholders
- To understand the Mayor's position on key policy issues to ensure that responses to correspondence are drafted with this in mind
- To draft correspondence on behalf of the Mayor, using and understanding the correct tone of voice and communication style
- To commission responses to Mayoral correspondence from officers across the Combined Authority, working closely with the Policy team and all directorates to ensure that relevant and up to date information is provided
- To track response times to ensure all correspondence is replied to in a timely manner and in line with key targets
- To manage the corporate communications mailbox, ensuring timely responses to media, partner and employee queries
- To support Mayoral visits and engagements with preparation, liaising with key stakeholders and logistics management.

PERSON SPECIFICATION

ESSENTIAL (MUST HAVE)

Qualifications and Knowledge

- 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 Combined Authority 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 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 Mayoral Combined Authority and Mayor
- Experience of using the caseworker.mp correspondence management system (or demonstrable experience of use of an equivalent correspondence management system)