

## JOB DESCRIPTION

<b>JOB TITLE:</b>	Mayoral Correspondence Officer
<b>GRADE:</b>	7

### BACKGROUND

The West of England Mayoral Combined Authority (MCA) is seeking to appoint a Mayoral Correspondence Officer to join the Mayor's Office 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.

### PURPOSE OF THE JOB

This role 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 and working with officers across the organisation to draft responses.

The post holder 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. 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.

You will also need to be confident in supporting the Mayor's visits and engagements, ensuring that appropriate preparations are put in place to help these run smoothly.

This will be a 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.

## 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 Metro 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 Metro 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 liaise with the Metro Mayor's office to agree drafting revisions and clearance of correspondence
- To support Mayoral visits and engagements, including preparation, liaising with key stakeholders, understanding the logistics of the venue, and supporting the Metro Mayor on the day to ensure that these engagements run smoothly.

## 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 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 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)

## REWARDS AND BENEFITS

Alongside a competitive salary, we offer an excellent benefits package including:

- 26 days annual leave plus bank holidays
- Generous Employer-Contribution Pension Scheme through the Avon Pension Fund
- Cycle to work scheme and secure bike parking
- Free eye tests for all display screen equipment (DSE) users
- Discounted monthly bus tickets
- Hybrid working to split your week between the office and home to help you achieve the best work/life balance and career goals.

We have recently moved into a new bright, airy, modern office space, with all the latest technology, under a 10-minute walk from Bristol Temple Meads Train Station. We offer flexible and hybrid working options too if you would rather work from home, or another suitable location.

*As an equal opportunities employer, we invite applicants to contact us to identify any additional support they may need during the recruitment process.*

## 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 £15.17 - higher than the government minimum for over 23s, currently £11.44 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 the MCA, such as cleaning and facilities management contracts, as well as those who have contracts with us - such as IT providers.

## WE ARE A FOUNDING MEMBER OF THE GOOD EMPLOYMENT CHARTER

We're proud to have been accredited as a founding Member of the West of England Good Employment Charter.

The [Good Employment Charter](#) is a voluntary membership and accreditation scheme aimed to create an active network of employers within the West of England that are committed to supporting the basis of 'good work'. The Good Employment Charter is defined by seven key characteristics of good employment: recruitment, secure work, Real Living Wage, developing people, health & wellbeing, flexible work and engagement & voice.

