

London First Job Description

Title: Programme Director (Special Projects)

Reporting to: Director, Membership

Context: London First is a business membership organisation, with the mission to make London the best place in the world for business. We're focused on keeping our capital working for the whole of the UK.

We've galvanised the business community to bring pragmatic solutions to London's challenges over the years.

We have established Think London, now part of London & Partners, to promote the capital worldwide and encourage foreign direct investment; been instrumental in creating the Mayor of London, pioneered Teach First, driven the campaign for Crossrail and, most recently, lobbied for government action on airport capacity, which has led to the government's decision to build a new Heathrow runway.

Now, we are working on solutions to what our business leaders see as the top priorities for our capital: talent, housing and transport.

We also scan the horizon, link with other cities, and support our members on the key issues that will keep our capital globally competitive.

Scope: Permanent

We are looking to recruit two programme directors with policy expertise in one of the following areas: people/skills and/or data/digital. In addition, candidates would operate across our policy areas on a range of issues important to London's competitiveness, including cross-cutting projects.

Key deliverables

You will report to the Director, Membership, to support them and colleagues across London First to deliver a programme of policy outputs and member engagement opportunities to meet our objectives as set out in our business plan.

Depending on your policy area of expertise, this post will lead on creating a programme of policy outputs and member engagement opportunities in relation to your portfolio, as well as across our wider policy agenda, as set out in our business plan. It involves a combination of developing, communicating and campaigning on policy, working collaboratively with policy team colleagues on other area cross-cutting areas of policy, with our corporate affairs team to support our communications, advocacy and events, and with our business development colleagues to support the growth of the business. Over time, you will take on responsibility for account managing and retaining a portfolio of members, alongside your policy role.

We are a values driven organisation and you will be expected to demonstrate strong team working skills, a 'can-do' attitude and the necessary flexibility required in a dynamic policy environment.

Essential tasks

- Undertake policy development in your area of expertise, ensuring it has a strong evidence base, and producing associated materials to support our campaigning and communications, (e.g., thought leadership, policy analysis, blogs and insights, responding to government consultations)

- create a programme of events to support our policy development work (e.g., working groups, workshops, dinners and briefings); and provide external expertise (e.g., media interviews, panel discussions and public speaking)
- Maintain and build relationships with key external stakeholders (e.g., local authorities, Greater London Authority, parliamentarians and government departments, trade associations and other business groups)
- Over time, provide account management to a portfolio of members: including developing engagement strategies, having regular face-to-face meetings, ensuring member's attendance at events and participation in policy development and our campaigning and advocacy work
- Work closely with business development to support the growth of income through recruiting new members, and sponsorship of commercial activities

Experience profile:

- Experience delivering policy either sustainability/net zero, people/skills and data/digital, with a willingness to pitch in on other policy areas and cross cutting projects
- Evidence of thought leadership and policy development in one the relevant sectors highlighted
- Strong political and public sector stakeholder relationships in a relevant sector, specifically at GLA and Government level
- Experience in managing client relationships and supporting business development
- Knowledge of and interest in business, public policy and politics in London.
- IT literate - knowledge of Microsoft Office (Word, Excel & PowerPoint) is essential.
- Experience of using CRM systems.
- Excellent drafting and communication skills.

Interpersonal skills:

- Influencing and relationship management.
- Generates an impression of credibility and confidence when dealing with senior representatives of major companies and external stakeholders.
- Communicates complex information clearly to intended audience - both orally and in writing.
- Identifies and nurtures external contacts who can add value to London First.
- Uses tact and diplomacy when communicating difficult messages.

Project Management:

- Able to operate largely autonomously on a number of projects
- Able to prioritise and schedule workload according to changing work demands
- Able to identify and raise issues/concerns, avoiding apportioning blame. Sees these issues through to achievement of resolution
- Work through project problems to ensure programme can continue as planned
- Exercises good judgement when dealing with problems

Individual effectiveness:

- Identifies opportunities to take on new responsibilities.
- Copes with difficult situations calmly and adapts to ensure resolution and achievement of objectives.
- Maintains high standard of work when under pressure.
- Solid self-organisational ability

Competencies:

- Analytical mind.
- Political awareness.
- Personal effectiveness – interaction with colleagues, members, team working, decision-making and propensity to identify major opportunities.

- Proactive in managing policy and member portfolios.
- Communicative and self-confident
- Results orientated – energy and initiative, achievement and business sense
- Self-motivated

London First is an equal opportunity employer. Our values support our vision of a truly inclusive, culturally and socially cohesive capital. We are committed to achieving and maintaining a workforce which represents the population from which we derive our business, in terms of age, disability, ethnicity, gender, religion and sexual orientation.