

Job Description

Job Title:	Mayoral Policy, Briefings and Correspondence Adviser
Directorate/Team:	Mayoral Team
Location:	16 Summer Lane
Responsible to:	Chief of Staff
Responsible for:	Provides task coordination and matrix delegation to the Executive Assistant and Administrative Assistant where appropriate.
Key working relationships: (internal)	• Mayor • Deputy Mayor • Mayoral Commissioners • Chief of Staff • Executive Assistant and Administrative Assistant • Chief Executive's Office • WMCA Policy, Strategy and Delivery Teams • Customer Support Team • Senior Officers across the WMCA
Key working relationships: (external)	• Members of the Public and Correspondents to the Mayor • Local Authorities • Community and Faith Organisations • Partner Organisations and Stakeholders supporting Mayoral priorities, taskforces and commissioner portfolios

Purpose of the Post

To support the work of the Mayor, Deputy Mayor, Mayoral Commissioners and Chief of Staff through the effective management of Mayoral correspondence and casework, the coordination and development of speeches, briefings and communications, and the provision of professional policy and delivery support.

To act as an effective interface between the Mayoral Team and WMCA policy, strategy and delivery teams, ensuring that information, actions and briefings are coordinated, accurate, appropriately presented and delivered within agreed timescales.

To support Mayoral Taskforce Commissioners in the development of policy associated with their portfolios and taskforces, working with relevant WMCA officers and partners to gather evidence, coordinate contributions and translate complex information into clear policy materials, briefings and communications.

Accountabilities

- The provision of accurate, timely and high-quality professional support to the Mayor, Deputy Mayor, Mayoral Commissioners and Chief of Staff through the effective coordination and development of speeches, briefings, communications and policy information.
- The effective management of the Mayoral correspondence and casework process, ensuring correspondence is appropriately allocated, coordinated, quality assured and responded to in accordance with established procedures and timescales.
- The provision of professional officer support to Mayoral Taskforce Commissioners in developing policy relevant to their portfolios, drawing together evidence and contributions from relevant WMCA teams and external partners.
- Effective coordination between the Mayoral Team and WMCA policy, strategy and delivery teams, ensuring agreed actions, briefings and communications are progressed and delivered on time.

- The communication of relevant insights, emerging issues and correspondence trends to support informed policy and delivery discussions within the Mayoral Team.
- The effective coordination of work delegated on a matrix basis to the Executive Assistant and Administrative Assistant, while retaining accountability for the quality and timely completion of outputs.

Responsibilities

Strategic

- Monitor relevant policy, organisational and stakeholder developments, identifying emerging issues and opportunities and bringing these to the attention of the Chief of Staff and relevant Mayoral officeholders.
- Provide professional advice and support to the Mayor, Deputy Mayor, Mayoral Commissioners and Chief of Staff on relevant policy and delivery developments within the responsibilities of the role.
- Support Mayoral Taskforce Commissioners in the development of policy relevant to their portfolios and taskforces, coordinating evidence, officer input and stakeholder contributions as required.
- Support effective alignment between the priorities of the Mayoral Team and the work of WMCA policy, strategy and delivery teams.
- Coordinate professional officer support for Mayoral Taskforces and Commissioner portfolios, ensuring relevant policy activity, briefing requirements and agreed actions are appropriately connected and progressed.
- Support the Mayoral Commissioner for Communities and Public Services in relation to the Race Equity Taskforce, Homelessness Taskforce and Mayor's Strategic Health Board, working alongside the relevant WMCA teams.
- Provide professional support to the Road Safety and Active Travel Commissioners, helping to coordinate relevant policy, briefing and delivery activity.

People

- Develop and maintain trusted professional working relationships with the Mayor, Deputy Mayor, Mayoral Commissioners and Chief of Staff, responding appropriately to requests within the responsibilities of the role.
- Work collaboratively with the Chief Executive's Office and relevant WMCA teams to ensure Mayoral meetings, briefings and communications are supported by accurate and current information.
- Build effective relationships across WMCA directorates to connect policy development, operational delivery and Mayoral priorities.
- Develop and maintain constructive working relationships with local authorities, public bodies, community and faith organisations and other partners.
- Work closely with the Customer Support Team to ensure a coordinated approach to correspondence and enquiries received for the Mayor and Mayoral Team.
- Coordinate and delegate defined activities to the Executive Assistant and Administrative Assistant on a matrix basis, providing clear requirements, timescales and support whilst recognising no direct line management responsibility.
- Contribute positively to the effectiveness and cohesion of the wider Mayoral Team.

Operational

- Lead the coordination and development of accurate, audience-appropriate speeches, briefings, speaking notes, presentations and communications for the Deputy Mayor and Mayoral Commissioners, working with relevant WMCA teams to gather, verify and refine content.
- Deliver a comprehensive briefing function for the Mayor and Chief of Staff, ensuring they receive timely, accurate and appropriately presented information for meetings, events and speaking engagements.
- Draft and develop speeches and speaking materials for non-political Mayoral engagements, ensuring content is accurate, accessible and appropriate for the intended audience.
- Coordinate the preparation of policy information, briefings and supporting communications for Mayoral Taskforce Commissioners, including material relating to policy development within their portfolios.
- Translate complex policy, strategy and delivery information into clear, concise and accessible briefings, speeches, correspondence and communications.
- Prepare briefing materials for Board, Taskforce, Commissioner and Priority meetings, ensuring content accurately reflects agreed organisational policy, evidence and delivery information.
- Manage sensitive and high-profile correspondence, obtaining input from relevant WMCA officers and ensuring responses are accurate, appropriately handled and consistent with agreed procedures.
- Ensure correspondence is responded to or referred appropriately in accordance with established procedures, protocols and statutory timescales where applicable.

• Maintain a high standard of written communication in all Mayoral correspondence, ensuring responses are professional, accurate, accessible and timely. • Monitor and communicate relevant themes, emerging issues and trends arising from correspondence to the Chief of Staff and appropriate WMCA teams. • Support the Mayor, Deputy Mayor, Mayoral Commissioners and Chief of Staff in meetings, accurately recording decisions and coordinating follow-up actions where required. • Coordinate the preparation and administration of Mayoral Priority meetings and other relevant oversight meetings, ensuring papers, briefings and actions are effectively managed. • Coordinate the Mayor's engagement with faith and community organisations, working with relevant WMCA teams. • Maintain appropriate records and information in accordance with data protection, information governance and organisational requirements.
Financial
• Use organisational resources responsibly, support value for money and comply with relevant financial governance, procurement and approval requirements when undertaking activities on behalf of the Mayoral Team.
Other
• Represent WMCA and the Mayoral Team in a professional, impartial and appropriate manner. • Maintain confidentiality and exercise sound judgement when handling sensitive, restricted or high-profile information. • Provide professional officer support within the responsibilities of the role and maintain an appropriate distinction between organisational policy support and political advice. • Work flexibly and with integrity to meet the reasonable requirements of the role, including occasional work outside normal office hours where required. • Undertake any other duties commensurate with the nature and level of the role.

Person Specification					
Candidates/post holders will be expected to demonstrate the following:	Essential / Desirable		How Evidenced?		
Experience	E	D	A*	I*	T*
Experience of coordinating or managing complex correspondence, casework or executive support activity, including sensitive matters.	x		x	x	
Experience of researching, drafting and quality assuring speeches, briefings, correspondence or communications for senior officeholders or leaders.	x		x	x	
Experience of interpreting complex policy, strategy or delivery information and presenting it clearly for different audiences.	x		x	x	
Experience of working collaboratively across organisational boundaries and coordinating contributions from colleagues and stakeholders without direct management authority.	x		x	x	
Experience of working within a professional office environment supporting senior stakeholders.	x		x	x	
Experience of working in, or supporting, a complex public sector, democratic or politically sensitive environment whilst maintaining professional impartiality.		x	x	x	
Experience of supporting policy development, taskforces, boards, commissions or comparable multi-stakeholder groups.		x	x	x	
Skills / Knowledge	E	D	A*	I*	T*
Excellent written and oral communication skills with the ability to produce accurate, concise and audience-appropriate speeches, briefings, correspondence and communications.	x		x	x	

Ability to interpret complex policy and delivery information and translate it into clear, accessible and empathetic written communications for a range of audiences.	x		x	x	
Ability to research, analyse and synthesise information from multiple sources, identifying key messages, implications and required actions.	x		x	x	
Ability to develop and maintain trusted professional relationships with senior officeholders, officers and external stakeholders.	x		x	x	
Ability to coordinate activity through matrix working arrangements and influence outcomes without formal line management responsibility.	x		x	x	
Ability to manage competing priorities, respond to unplanned requirements and deliver accurate work to demanding deadlines.	x		x	x	
Ability to exercise discretion, maintain confidentiality and handle sensitive or high-profile information appropriately.	x		x	x	
Understanding of the distinction between professional officer support and political advice.	x		x	x	
Strong planning, coordination and organisational skills.	x		x	x	
Knowledge of the geography, communities, public sector landscape and key issues affecting the West Midlands.		x	x	x	
Qualification / Education / Training	E	D	A*	I*	T*
Degree-level qualification or equivalent relevant professional knowledge and experience.	x		x	x	

***Key:** A = Application, I = Interview, T = Testing/Assessment

Core Expectations	
Health, Safety & Wellbeing	All employees have a duty to take reasonable care for the health, safety, and wellbeing of themselves and of other persons who may be affected by their acts or omissions at work; and co-operate with their employer so far as is necessary to enable it to successfully discharge its own responsibilities in relation to health, safety, and wellbeing.
Equality & Diversity	Promote and champion equality and diversity in all aspects of the role.
Learning & Development	Participate in and take responsibility of any learning and development required to carry out this role effectively.
Performance Management	Actively engage in the performance management process and take responsibility for managing performance outcomes.
GDPR	Ensure the reasonable and proportionate protection, processing, sharing, and storing of WMCA information in accordance with the relevant legislation, corporate policies, and in the best interests of the data subjects (Data Protection/GDPR), the WMCA, our partners, and the West Midlands, in all aspects of the role.
Adherence to Policies	Be aware of and comply with all organisation policies.
Matrix Working	Work in a matrix way when required by actively collaborating across traditional boundaries—such as directorates, functions, or geographic areas—to achieve shared goals. Depending on your role, you may contribute to multiple projects or workstreams, often working alongside different teams and leaders.
Business Continuity	All staff should actively participate in business continuity training and exercises when required, ensuring they understand and follow business continuity plans and procedures to maintain organisational resilience during disruptions.
Other	There may be a requirement to work outside normal office hours on occasion, including a requirement to work within stakeholder and partner offices within the WMCA constituent area on a regular basis.

Values	
Collaborative	

	We work as one organisation, building trust, connection and shared purpose across teams and partners to create the biggest impact for our region.
Inclusive	Every voice matters – we create belonging, fairness and psychological safety so everyone can thrive.
Innovative	We think future and act smarter – embracing curiosity, creativity and continuous improvement to shape the future.
Driven	Focused on impact – leading with clarity, care and courage to deliver meaningful results for the West Midlands.
Our culture is built on collective leadership, where everyone plays a part in shaping how we work and succeed together. Guided by our values, we create an environment where people feel valued, supported and able to contribute their best. Through behaviours grounded in clarity, care and courage, as set out in our Leadership Statement we are making the West Midlands Combined Authority the best place to work and belong.	

Additional Post Requirements							
Politically Restricted Post		Disclosure and Barring Service (DBS)				Vetting	
Yes ☒	No ☐	Basic ☐	Standard ☐	Enhanced ☐	None ☒	Yes ☐	No ☒

Job Evaluation Details			
Date Evaluation Agreed	JEP Reference	Grade	Job Family
11/9/2026	JEP875	SP32-SP36	
Position Reference	CA13405		