

FORM OF CONTRACT AND CALL-OFF TERMS

FORM OF CONTRACT

This contract is made on the 22nd day of March 2019

BETWEEN

1. Greater London Authority (GLA) (the "**Customer**"); and
2. Reed Recruitment Limited whose registered office is Academy Court, 94 Chancery Lane, London, WC2A 1DT whose company number is 05797494 (the "**Service Provider**")

WHEREAS the Customer wishes to have provided the following goods and/or services namely Strategic HR Services pursuant to the ESPO Framework Agreement (reference 3S_18)

NOW IT IS AGREED THAT

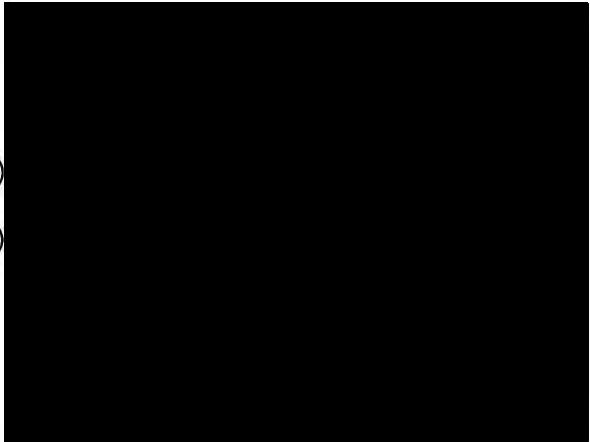
- (1) The Service Provider will provide the goods and/or services in accordance with the terms of the call-off contract reference number GLA 81340 and Contract Documents.
 - (2) The Customer will pay the Service Provider the amount due in accordance with the terms of the call off agreement and the Contract Documents.
 - (3) The following documents comprise the Contract Documents and shall be deemed to form and be read and construed as part of this agreement:
 1. This Form of Contract
 2. The Master Contract Schedule
 3. The documents as listed below
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IN WITNESS OF the hands of the Parties or their duly authorised representatives:

Signed for and on behalf of

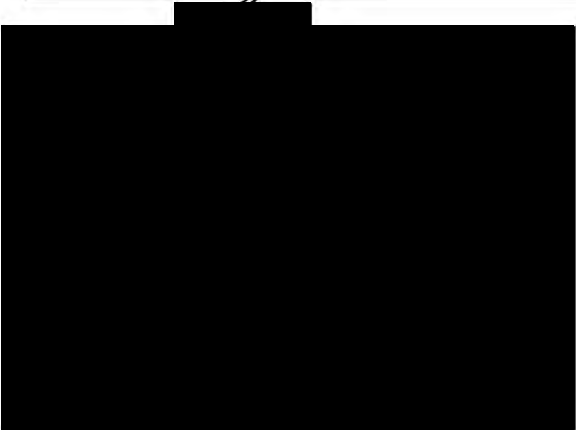
GLA

by Chloe Wickham an authorised officer



Signed by

Reed Recruitment Limited



This document relates to and forms part of the Call-Off Terms

(Document Reference GLA 81340)

MASTER CONTRACT SCHEDULE

(ESPO Framework Reference 3S_18 Strategic HR Services)

1. TERM

Commencement Date

25 March 2019

Expiry Date

24 June 2019

Extension Period

0 months

2. GOODS AND/OR SERVICES REQUIREMENTS

Goods required

N/A

Services and Deliverables required

The Service Provider shall provide a **Permanent** worker to the GLA to fulfil the following:

1. **Position:** External Communications Officer
2. Full time: 37 hours per week
3. **Job Purpose:**
Devise and implement targeted external communications plans for the London Assembly and its Committees in order to maximise the impact of the Assembly's work.
4. **Principal Accountabilities**
 - a. Develop innovative and effective external communications plans for projects undertaken by the London Assembly to ensure that the Assembly is maximising its impact and achieving its goals of holding the Mayor to account and representing the views of Londoners.
 - b. Work with Assembly Members and other staff in the Secretariat to develop, plan and deliver integrated impact strategies for the work of London Assembly Committees.
 - c. Develop and implement external communications plans to maximise the impact of the work of the London Assembly and its Committees, including events, speeches, press

articles, websites, visual channels and emerging technologies, taking full advantage of the opportunities offered by digital engagement.

- d. Respond to media and events enquiries and coordinate requests for interviews and speaking opportunities with Assembly Members.
- e. Through mapping and analysis of stakeholder engagement, ensure that all communications and public affairs strategies shape and influence debate, are appropriate for the audiences that the Assembly is trying to reach and that the focus is always on the impact the Assembly is trying to achieve.
- f. Take a rigorous approach to external communications planning and management, ensuring propositions are based on impact and effectiveness, appropriate strategies are defined and effective project management processes are in place throughout the entire project lifecycle, including follow up.
- g. Provide support and advice to the Chair, Deputy Chair and Assembly Members on the external relations aspects of their Assembly responsibilities
- h. Support the provision of a media service for Greater London Authority elections.
- i. Manage resources allocated to the job in accordance with the Authority's policies and code of Ethics and Standards.
- j. Realise the benefits of a flexible approach to work in undertaking the duties and responsibilities of this job, and participating in multi disciplinary cross-department and cross organisational groups and tasks teams
- k. Realise the benefits of London's diversity by promoting and enabling equality of opportunities, and promoting the diverse needs and aspirations of London's communities.

5. Key Contacts

Accountable to: External Communications Manager

Accountable for: Resources allocated for the job

Principal contacts: Chair, Committee Chairs, Group Leaders, Assembly Members, Senior Managers and staff in the Secretariat

6. Person specification

a. Technical requirements/experience/qualifications

- i. Experience of delivering a broad range of external communications strategies, initiatives and techniques to achieve the desired impact.
- ii. Experience and understanding of how organisations increase their influence on the policy issues that matter to them.
- iii. Knowledge and understanding of the media and experience of using different media to promote strategic policies and priorities.
- iv. Knowledge and understanding of London and the issues facing a major world city.
- v. Evidence of the ability to write concisely and fluently.
- vi. Experience of measuring and recording the impacts of external communications strategies.

b. Behavioral competencies

- i. **Building & Managing Relationships** is developing rapport and working effectively with a diverse range of people, sharing knowledge and skills to deliver shared goals.

Level 2 indicators of effective performance:

- Develops new professional relationships
- Understands the needs of others, the constraints they face and the levers to their engagement
- Understand differences, anticipates areas of conflict and takes action
- Fosters an environment where others feel respected
- Identifies opportunities for joint working to minimise duplication and deliver shared goals

- ii. **Stakeholder Focus** is consulting with, listening to and understanding the needs of those our work impacts and using this knowledge to shape what we do and manage others' expectations.

Level 2 indicators of effective performance:

- Seeks to understand requirements, gathering extra information when needs are not clear
- Presents the GLA positively by interacting effectively with stakeholders
- Delivers a timely and accurate service
- Understands the differing needs of stakeholders and adapts own service accordingly
- Seeks and uses feedback from a variety of sources to improve the GLA's service to Londoners.

- iii. **Communicating and Influencing** is presenting the information and arguments clearly and convincingly so that others see us as credible and articulate and engage with us.

Level 2 indicators of effective performance:

- Communicates openly and inclusively with internal and external stakeholders
- Clearly articulates the key points of an argument, with in verbal and written communication
- Persuades others, using evidence based knowledge, modifying approach to deliver message effectively
- Challenges the views of others in an open and constructive way
- Presents a credible and positive image both internally and externally

- iv. **Decision Making** is forming sound, evidence-based judgements, making choices, assessing risks to delivery and taking accountability for results

Level 2 indicators of effective performance

- Take decisions as necessary on the basis of the information available
- Makes decisions without unnecessarily referring to others
- Involves and consults internal and external stakeholders early in decisions that impact them
- Identifies potential barriers to decision making and initiates action to move a situation forward
- Demonstrates awareness of the GLA's decision making processes and how to use them

- v. **Planning and Organising** is thinking ahead, managing time, priorities and risk, and developing structured and efficient approaches to deliver work on time and to a high

standard.

Level 2 indicators of effective performance:

- Prioritises work in line with key team or project deliverables
- Makes contingency plans to account for changing work priorities, deadlines and milestones
- Identifies and consults with sponsors or stakeholders in planning work
- Pays close attention to detail, ensuring team's work is delivered to a high standard
- Negotiates realistic timescales for work delivery, ensuring team deliverables can be met

- vi. **Problem Solving** is analysing and interpreting situations from a variety of viewpoints and finding creative, workable and timely solutions.

Level 2 indicators of effective performance:

- Processes and distils a variety of information to understand a problem fully
- Proposes options for solutions to presented problems
- Builds on the ideas of others to encourage creative problem solving
- Thinks laterally about own work, considering different ways to approach problems
- Seeks the opinions and experiences of others to understand different approaches to problem solving

- vii. **Organisational Awareness** is understanding and being sensitive to organisational dynamics, culture and politics across and beyond the GLA and shaping our approach accordingly.

Level 2 indicators of effective performance

- Challenges unethical behavior
- Uses understanding of the GLA's complex partnership arrangements to deliver effectively
- Recognises how political changes and sensitivities impact on own and team's work
- Is aware of the changing needs of Londoners, anticipating resulting changes for work agendas
- Follows the GLA's position in the media and understands how it impacts on work

- viii. **Responding to Pressure and Change** is being flexible and adapting positively, to sustain performance when the situation changes, workload increases, tensions rise or priorities shift.

Level 2 indicators of effective performance:

- Maintains a focus on key priorities and deliverables, staying resilient in the face of pressure
- Anticipates and adapts flexibly to changing requirements
- Uses challenges as an opportunity to learn and improve
- Participates fully and encourages others to engage in change initiatives
- Manages team's well-being, supporting them to cope with pressure and change

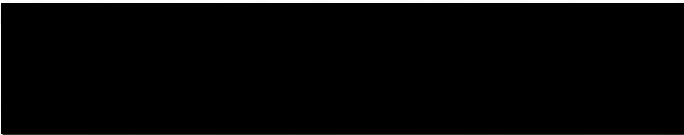
7. **Political Restriction**

This job is 'politically restricted' under the Local Government and Housing Act 1989

8. **Reasonable adjustment:** Reasonable adjustment will be made to working arrangements to accommodate a person with a disability who otherwise would be prevented from undertaking the work.

Optional Services required

N/A

Performance/Delivery Location/Premises Remotely. Hired worker will engage with hiring manager for working location details.
Standards Quality Standards N/A Technical Standards N/A
Disaster Recovery and Business Continuity N/A
3. SERVICE PROVIDER SOLUTION
Service Provider Solution Service provider will source an appropriate candidate.
Key Personnel of the Service Provider to be involved in the provision of the Goods, Services and Deliverables 
4. PERFORMANCE OF THE GOODS AND/OR SERVICES AND DELIVERABLES
Implementation Plan and Milestones or e.g. delivery schedule (including dates for completion and/or delivery) N/A
Critical Service Failure N/A

Monitoring N/A Management Information N/A
5. CUSTOMER RESPONSIBILITIES
Customer's Responsibilities (where appropriate) N/A
Customer's equipment (where appropriate) N/A
6. CHARGES AND PAYMENT
6.1 Contract Charges payable by the Customer (including any applicable discount but excluding VAT), payment profile and method of payment (e.g. BACS)) The following agreed mark-ups will apply to the hired workers annual salary: This amount is to be paid in full on appointment only. 6.2 Details of any Customer Rebate (if any) agreed in accordance with clause 11.5. N/A
7. CONFIDENTIAL INFORMATION
The following information shall be deemed Commercially Sensitive Information: N/A
8. PROCESSING, PERSONAL DATA AND DATA SUBJECTS
 N/A – the Service Provider is a Data Controller.
9. AGREED AMENDMENTS TO THE CALL-OFF TERMS

The following amendments shall be deemed to be made to the Call-Off Terms:

"Customer Data"

-Insert "specifically and exclusively for the Customer" after "Contract" in (a)(ii). To the extent Reed produces data specifically for the Customer, this will belong to the Customer. General data that arises from the performance of the services, however, will belong to Reed.

"Customer's Confidential Information"

-Delete "Personal Data and any" from line 1 and insert "(excluding for the avoidance of doubt the Service Provider)" after "the Customer" in line 4.

"Project Specific IPRs"

-Delete (b), as Reed cannot agree to this being included in the definition.

"Services"

-Insert "recruitment" before "services" in line 1.

18.1.4 – Both parties liability under this clause is capped at the value of this contract which is £5,000

4.2.6 - Delete "or Service Provider's Staff" from line 7.

4.5-4.7 – Not relevant for recruitment – deleted

9.3-9.4 – this clause is capped at the value of the contract which is £5,000

11.2.3 - Replace "on which the Customer has determined that the invoice is valid and undisputed" in lines 2-3 with "of invoice."

11.3.1 - Insert "undisputed" before "sum" in line 1.

18.1.1.4 and 18.1.1.5 – these clauses are capped at the value of the contract which is £5,000

18.1.2 - Replace this clause with "Subject to clause 18.1.4 and 18.1.5, the Service Provider shall indemnify the Customer against losses that directly result from the Service Provider's negligent performance of the Services."

18.1.6 – Not relevant to the recruitment of one role – deleted

18.3.1 – Not relevant to the recruitment of one role – deleted

20.1 – Not relevant to the recruitment of one role – deleted

26.8 – No need for audit – deleted

35.1 – Deleted as we cannot be held accountable for inaccurate information on a CV