

MAYOR OF LONDON

GLA Mission, Vision and Leadership Statement

Final version for adoption by People Board, September 2023

LONDONASSEMBLY

GLA MISSION

The GLA is London's strategic authority. Our statutory responsibility is to the Mayor and Assembly, and to the people, businesses and communities of the city.

Our mission, as set in the GLA Act, is to promote Greater London's economic and social development and to improve its environment, always seeking to find the right balance between these.

In doing so, we take account of the need to improve Londoners' health and reduce health inequalities, to promote sustainable development and to adapt to and mitigate the effects of climate change.

[NB: Reference to 'wealth creation' deleted, as the Act only includes it as a subset of economic development.]

GLA ORGANISATIONAL VISION 2.0

Our vision is to become a trusted, forward-looking and capable organisation: diverse, inclusive and ready to rise to London's ever-changing needs, challenges and opportunities.

- We work with partners across every sector to deliver the elected Mayor's objectives and improve the lives of all Londoners, particularly those who are disadvantaged and underrepresented. We put Londoners' voices at the heart of our work and aim to reflect the city we serve.
 - Our approach is open and transparent, and we welcome challenge and scrutiny. We strive to be a modern, agile and professional authority – digitally and data enabled, with the skills and capability to operate at pace, respond to challenges, and to do our jobs well.
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GLA LEADERSHIP STATEMENT

To achieve the Mayor's objectives, the GLA depends on supportive and effective leadership at every level, committed to delivering for all Londoners and built upon a firm commitment to equality, diversity and inclusion. Supporting and developing our staff will always be a priority for us. At its core, the GLA's approach to leadership is based around:

- **Care** – we care for, value and trust our people.
 - **Collaboration** – we break down silos within the organisation and form strong partnerships across London and beyond.
 - **Delivery** – we plan carefully, manage risks and take responsibility for getting things done.
 - **Empowerment** – we empower our teams to aim high, try new ideas and manage setbacks.
 - **Continuous improvement** – we don't rest on our laurels; we challenge ourselves and welcome challenge from others.
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CARE

We care for, value and trust our people

- We ensure everyone has the same positive experience of working in the GLA, is respected for who they are, and has their voice heard.
- We help our staff to understand how their work contributes to the GLA's mission and vision.
- We show pride in our work, celebrating success, and valuing the positive contributions of all staff, whatever their role, grade or background.
- We promote good management and leadership across the organisation, and coach and mentor individuals to succeed.

COLLABORATION

We break down silos within the organisation and form strong partnerships across London and beyond

- We encourage our teams to engage openly, share information and learning and work together, even in times of pressure and uncertainty.
- We promote the Mayor's role as a system leader, seeking effective ways to communicate, convene, deliver and engage across London.
- We build strong partnerships with organisations of all kinds, and actively seek diverse perspectives.
- We focus on what the GLA does best, and value and respect the contributions and expertise of all our partners.

DELIVERY

We plan carefully, manage risks and take responsibility for getting things done

- We work closely with the Mayor and their team to turn political goals into structured programmes, and we recognise our responsibility for delivery.
- We promote rigorous project and programme management, and proactively manage risk.
- We are honest about challenges – we do not shy away from bad news but aim to bring solutions.
- We approach our work with positive intentions and see things through to their end, encouraging others to do the same.
- We keep our promises and hold ourselves accountable for delivering what we say we will do.

EMPOWERMENT

We empower our teams to aim high, try new ideas and manage setbacks

- We do not shy away from hard problems and seek new and creative solutions to achieve the Mayor's objectives.
- We are open to ideas and input from everyone, inside and outside the GLA, and whatever their role, grade or background.
- We reward innovation and learning, ensuring we look at what has not worked as well as what has.
- We are resilient in the face of obstacles and have our teams' backs - protecting space for growth and building their own resilience in turn.

CONTINUOUS IMPROVEMENT

We don't rest on our laurels; we challenge ourselves and welcome challenge from others

- We value the role of the Assembly and respond positively and openly to its scrutiny.
- We develop the capability of our teams to be effective now and in the future – putting digital and data at the core of our approach.
- We communicate and manage change effectively and have the skills to lead our teams through uncertainty.
- We recognise where performance can improve, and work positively and proactively to tackle this.
- We look continually to strengthen our cultural competence and to learn from the lived experience of those around us.