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| **Job & Person Specification** |
| **Job Title:****Reference:** | **Community Case worker / Community Liaison Officer** ***MBS-058-24*** |
| **Member of the Senedd:** | **Heledd Fychan** |
| **Pay Band:** | **2** |
| **Salary Range: (pro rata)** | **£26,153 - £38,039***All new staff are expected to enter on the scale minimum of the appropriate pay band. Individual staff will, subject to satisfactory performance, move up the incremental scale one point at a time on the anniversary of their commencement of employment until they reach the scale maximum for their band.* |
| **Working Hours:** | **14 hours per week** |
| **Appointment Type:** | **Permanent\*** |
| **Location:**  | **Pontypridd** |
| **Purpose of Job** |
| To provide the Member of the Senedd with administrative, constituency, parliamentary and publicity support ensuring that standards of confidentiality are maintained.  |
| **Main Duties** |
| 1. Respond to enquiries from constituents, community groups, other politicians, pressure groups
2. Develop and maintain casework system ensuring all cases are logged; monitor progress and ensure all identified actions are taken
3. Ensure records are kept and information managed confidentially in line with the Data Protection Act
4. Carry out research into local, regional, national and international issues as required, and ensure the politician is made aware of any relevant matters
5. Develop knowledge on specialist areas, arrange surgeries if requested and offer support on the day
6. Promote the work of the politician and keep constituents and interested parties informed
7. Liaise with members of government and local government, other politicians and their staff, embassies, commissioners, relevant interest groups, the media, relevant voluntary sector organisations and constituents
8. Maintain a filing system, associating previous papers with current correspondence, and extracting documents on request
9. Answer telephone, take messages and deal with enquiries and requests as appropriate
10. Research and investigate issues raised in constituency correspondence and follow up in such cases, ensuring their timely resolution
11. Arrange meeting for the Member when appropriate, manage appointments, meeting and greeting visitors as required
12. Draft letters, briefing notes and any other documents as required by the Member of the Senedd
13. Attend meetings and/or events with the Member of the Senedd and represent the Member of the Senedd within the community
14. Arrange surgeries and offering support on the day if required
15. Support regular programme of visits for the MS to meet and speak with members of groups/associations and attend when required. Ensure that visits attended are recorded on a database
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| **Person Specification (please refer to the ‘essential’ criterion below when completing the *‘Information in support of your application’* section of the application form.** |
| **Essential Knowledge and Experience** * Some experience of administrative work and knowledge of office systems
* Experience of Caseworker software
* Experience of a comparable role dealing with complex correspondence, diaries and events and running a busy office
* Knowledge and understanding of issues relevant to the local area
* Understanding of, and commitment to, combating discrimination and promoting the equality of opportunities and the Nolan Principles of Public Life

**Essential Qualifications** * Degree or equivalent in a relevant subject or;

NVQ Qualification level 3 or 4 or equivalent in a relevant subject or;* Demonstrable numeracy and literacy skills e.g. English and Maths GCSE (or equivalent) at Grade C or above.

**Essential Skills and Behaviours** * Effective organisation and planning skills
* Ability to work on own initiative to tight deadlines, with the ability to work flexibly and juggle a range of tasks
* Effective interpersonal skills and the ability to deal with a range of people in sometimes challenging situations
* Excellent written and oral communication skills
* Effective IT Skills particularly using Microsoft packages such as Word, Outlook and Excel and Caseworker MP
* Ability to demonstrate sensitivity and ensure that the highest standards of confidentiality are upheld

*Desirable** An understanding of current affairs and issues of relevance to Wales and the local area, an interest in the Welsh political system
* The ability to work in both Welsh and English
* Sympathetic to the aims and values of the Party
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| **Additional Information** |
| Please note appointment will be subject to references and a security check.*\* Should the Member of the Senedd resign or following an election, not be returned, this position will be made redundant.  For positions within the Party Group should there be a change in the Party Leader, or in the number of Group Members, this position may be made redundant*  |
| I am an equal opportunities employer and welcome applications from all suitable persons including people from the following protected characteristics (race, sex, disability, religion/belief, sexual orientation, gender identity, marriage / civil partnership, pregnancy / maternity or age). |