

Job & Person Specification

Job Title:	Caseworker & Constituency Assistant
Reference:	MBS-029-24
Member of the Senedd:	Gareth Davies MS
Pay Band:	3
Salary Range: (pro rata)	£23,742 - £31,798 <i>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.</i>
Working Hours:	22.2
Appointment Type:	Fixed Term – 18 months
Location:	Constituency Office
Purpose of Job	
To provide the Member of the Senedd with administrative, constituency and publicity support ensuring that standards of confidentiality are maintained.	
Main Duties	
<ol style="list-style-type: none"> 1. Respond to enquiries from constituents, answer telephone, take messages and deal with enquiries and requests as appropriate 2. Ensure 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. Sort incoming post into priority order and prepare draft replies to routine correspondence 5. Research and investigate issues raised in constituency correspondence and follow up in such cases, ensuring their timely resolution 	

6. Assist in maintaining an appointments diary for the Member, arranging cancelling appointments, make travel arrangements, meeting and greeting visitors as required
7. Extract and compile papers and briefing notes for meetings, draft letters and any documents as required by the Member of the Senedd
8. Maintain a filing system, associating previous papers with current correspondence, and extracting documents on request
9. Attend surgeries/meetings and events with the Member of the Senedd and offer support on the day
10. Report back on emerging casework themes and liaise with office team to identify potential targeted campaigns and representations.
11. General administrative duties as may be required

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
- Knowledge and understanding of issues relevant to the local area
- Some experience of using IT packages eg Microsoft packages such as Word, Outlook and Excel.
- Understanding of, and commitment to, combating discrimination and promoting the equality of opportunities and the Nolan Principles of Public Life

Essential Qualifications

- 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

- 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
- 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, an interest in the Welsh political system
- Sympathetic to the aims and values of the Party

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).