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| **Job & Person Specification** |
| **Job Title:****Reference:** | **Community Engagement Officer** **MBS-017-22** |
| **Member of the Senedd:** | **Cefin Campbell MS** |
| **Pay Band:** | **2** |
| **Salary Range: (pro rata)** | **£23,440 - £34,357***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:** | **37 hours.****Part-time working hours may be considered.** |
| **Appointment Type:** | **Permanent** |
| **Location:**  | **Regional office - Carmarthen** |
| **Purpose of Job** |
| To provide the Member of the Senedd with support in terms of ensuring engagement and communication with community organisations and constituents across the region. |
| **Main Duties** |
| 1. Proactively engage with community organisations and ensure regular invitations are received for the Member to meet and speak with members of groups/associations
2. Promote the work of the Member in the community and keep constituents and interested parties informed, using a range of tools including social media
3. Research and investigate issues raised in constituency correspondence and follow up in such cases, ensuring their timely resolution
4. Arrange surgeries, public meetings and other community engagement activities on behalf of the Member
5. Attend meetings and/or events with the Member of the Senedd and represent the Member of the Senedd within the community
6. Carry out research into local and regional issues as required, and develop knowledge on specialist areas as required to ensure the Member is made aware of relevant matters
7. Monitor and assist with social media work on behalf of the Member
8. Respond to enquiries from constituents, and external community groups
9. Liaise with members of local government, party headquarters, other politicians and their staff, relevant interest groups, relevant voluntary sector organisations and constituents
10. Assist in maintaining the office casework system ensuring cases are logged; monitored and ensure all identified actions are taken
11. Draft letters, briefing notes and any other documents as required by the Member of the Senedd
12. Answer telephone, take messages and deal with enquiries and requests as appropriate
13. Help maintain an appointments diary for the Member, arranging meetings and events in the community
14. Ensure records are kept and information managed confidentially in line with the Data Protection Act
15. Undertake any other necessary tasks in support of the Member’s work
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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 a comparable role dealing with correspondence, diaries and events and working in a busy office
* Knowledge and understanding of issues relevant to the local area
* Experience and understanding of engagement with community groups and organisations
* 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.* 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.
* 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
* Experience of working within the political or similar environment
* 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). |