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| **Job & Person Specification** |
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| **Job Title:****Reference** | **Head of Office** **MBS-019-21** |
| **Member of the Senedd:** | **Buffy Williams – Rhondda**  |
| **Pay Band:** | **1** |
| **Salary Range: (pro rata)** | **£26,650 - £37,612***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 Per Week**  |
| **Appointment Type:** | **Permanent** |
| **Location:**  | **Constituency Office/Senedd**  |
| **Purpose of Job** |
| To manage and co-ordinate all support services, including research, administration and casework for the Member of the Senedd. Key tasks will include leading and motivating the staff team and managing budgets and office systems |
| **Main Duties** |
| 1. Manage other team members reporting to the Member of the Senedd, including the recruitment and supervision of staff, performance management and other personnel related issues as required.
2. Manage office systems, oversee office activities, organisation of workload, working closely with other staff members to provide a cohesive team approach
3. Provide a comprehensive secretarial, casework, research and administrative support service, as required.
4. Assist in the preparation of speeches and propose oral and/or written questions to Ministers and other senior politicians.
5. Co-ordinate office activities to ensure that telephone and electronic enquiries and visitors are dealt with appropriately and professionally.
6. Draft letters on behalf of the Member of the Senedd, on a range of issues.
7. Supervise those staff undertaking casework in final responses to constituents.
8. Ensure that the constituency / regional office conform to all health, safety and welfare requirements, including DSE Assessments for staff
9. Ensure compliance with data protection legislation and Standing Orders to protect the Member of the Senedd
10. Respond to e-mails, letters and similar enquiries in a professional, customer focused manner.
11. Manage the Members’ diary, make travel arrangements and ensure that all engagements are organised professionally
12. Work closely with other staff members to provide a cohesive team approach
13. Design materials promoting the work of the Member of the Senedd and execute delivery
14. Effective management of budgets including monitoring expenditure and forecasting future spends
15. Liaise with Senedd Commission staff and other Members of the Senedd on relevant matters
16. Represent the member in a professional and effective manner in dealings with the media, constituents and other outside bodies
17. Representing the Member of the Senedd in their absence.
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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** * Experience of working effectively within an office environment, including resolving complex issues with tact and diplomacy, ideally in a political environment.
* 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 level or equivalent in a relevant subject or;
* NVQ Qualification level 3 or 4 or equivalent in Office Administration, Customer Service or a relevant subject

**Essential Skills and Behaviours** * Evidence of leading and motivating a team of staff to ensure that policies, programmes and strategies are implemented
* Ability to investigate, analyse and recommend solutions to complex problems and issues
* Ability to communicate clearly and effectively with officials at all levels, from Cabinet Ministers to local councillors as well as with local government officers, civil servants, Senedd Commission staff etc
* Ability to manage a demanding workload with conflicting priorities
* Ability to use a range of office software, including word processing, the internet and presentation packages
* Ability to demonstrate sensitivity and ensure that the highest standards of confidentiality are upheld
* An understanding of the need to reflect the views of the Member of the Senedd in a manner which reflects equal opportunity and is not inflammatory, insensitive, libelous, slanderous or defamatory

*Desirable** An understanding of current affairs and issues of relevance to Wales, 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*  |
| **Application Process** |
| **Closing Date:** | 4pm 15 June 2021 |
| **Interviews:** | tbc |
| **Contact:** | buffy.williams@senedd.wales |
| 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). |