**Job and person specification**

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| **Job Title:** | **Case Worker and Constituency Officer** |
| **Reference:** | *MBS-008-25* |
| **Office:** | *Rhun Ap Iorwerth MS* |
| **Pay band:** | **2** |
| **Salary range:** **(pro-rata)** | **£27,722 - £40,321**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 a week** |
| **Appointment type\*:** | **Permanent** |
| **Location:** | *Anglesey – Constituency Office* |

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| **Additional information** |
| \*Appointment type: Should the Member of the Senedd resign, or fail to be returned following an election, this position will become redundant. In terms of positions within the party group, should there be a change in the party leader – or in the number of group members – this post may become redundant. |
| Please note that this role may be subject to evaluation. The role, its responsibilities and associated salary may be reviewed to ensure consistency with the Member's aims and objectives. Applicants should be prepared for possible changes based on the Member's business needs. |
| I am an equal opportunities employer, and welcome applications from all suitable people, including people from groups with the following protected characteristics: Race, gender, disability, religion/belief, sexual orientation, sexual identity, marriage/civil partnership, pregnancy/maternity or age. |
| Please note that the appointment will be subject to references and a security check. |

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| **Purpose of job** |
| Providing the Member of the Senedd with administrative, constituency and parliamentary support, and publicity support, ensuring that confidentiality standards are maintained.  |

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| **Main duties** |
| 1. Developing and maintaining a case work system, ensuring that all cases are logged; monitoring the progress made and ensuring that all identified actions are taken
2. Attending surgeries with the Member, understanding constituents' cases and drawing up an action plan in order to try to get a resolution.
3. Investigating and following up on issues raised in constituency surgeries or correspondence, ensuring that they are resolved on time.
4. Ensuring that records are kept and information is managed confidentially, in accordance with the Data Protection Act.
5. Maintaining a filing system, linking previous papers with current correspondence, and locating documents upon request.
6. Carrying out research into local, regional, national and international issues as required, and ensuring that the politician is made aware of any relevant issues.
7. Drafting letters, briefing notes and any other documents at the request of the Member of the Senedd.
8. Answering the phone, taking messages and dealing with queries and requests as appropriate.
9. Working with the Communications Officer, helping to collect, develop or share material that can be used as part of the Member's communications work, for the press, digital media and social media.
10. Attending meetings and/or events with the Member of the Senedd, and representing the Member within the community.
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| **Person specification** |
| Please refer to the ‘essential’ criteria 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 working in a comparable role, dealing with complex correspondence, diaries and events and running a busy office
* Knowledge and understanding of relevant local area issues.
* An understanding of and commitment to the need to tackle discrimination and promoting equality of opportunity and the Nolan principles of public life.

**Essential qualifications** * A degree or equivalent qualification in a relevant subject;

 **Essential skills and behaviours*** Effective organisational and planning skills.
* Ability to use initiative and work to tight deadlines, with the ability to work flexibly and juggle a range of tasks
* Effective interpersonal skills and the ability to engage with a variety of people in situations that may be challenging
* Excellent written and verbal communication skills
* Effective IT skills, especially in the use of Microsoft packages such as Word, Outlook and Excel
* Ability to demonstrate sensitivity and ensure the highest standards of confidentiality are maintained
* Ability to work in both English and Welsh

**Desirable criteria*** An understanding of current affairs and issues of relevance to Wales and the local area, and an interest in the Welsh political system
* The candidate should also be supportive of the aims and beliefs of the political party
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