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| **Job & Person Specification** |
| **Job Title:****Reference:** | Parliamentary OfficerMBS-087-22 |
| **Member of the Senedd:** | **Natasha Asghar** |
| **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:** | **1 x 37 hours (full time) OR 2 x 18.5 hours (part time) posts available**  |
| **Appointment Type:** | **Permanent\***  |
| **Location:**  | **Regional office, Newport on occasion will be required in the Senedd.** |
| **Purpose of Job** |
| To manage and co-ordinate all support services, including research, administration and casework for the Member of the Senedd for South East Wales. The successful candidate(s) will be the first point of contact in the regional Office. Key tasks will include working alongside the team to deliver the Member’s key objectives and managing the Office and office systems. |
| **Main Duties** |
| 1. Manage office systems, oversee office activities, organisation of workload, working closely with other staff members to provide a cohesive team approach.
2. Provide comprehensive secretarial services, casework, research and administrative support service as required to constituents and case queries.
3. Draft letters on behalf of the Member of the Senedd on a range of issues.
4. Respond to emails, letters and similar enquiries in a professional, customer focused manner.
5. Manage the Member’s diary, make travel arrangements and ensure that all engagements are organised professionally.
6. Liaise with other Members of the Senedd and Senedd Commission staff on relevant matters.
7. Develop and maintain casework system ensuring all cases are logged; monitor progress and ensure all identified actions are taken.
8. Ensure records are kept and information managed confidentially in line with the Data Protection Act.
9. Carry out research into local, regional, national and international issues as required and ensure the Member is made aware of relevant matters.
10. Arrange advice surgeries for the Member and provide support, alongside other members of staff, on the day.
11. Answer the telephone, take messages and deal with enquiries and requests as appropriate.
12. Ensure compliance with data protection legislation and Standing Orders to protect the Member of the Senedd.
13. Attend meetings and/or events with the Member of the Senedd and represent the Member within the community.
14. General administrative duties as required and represent the Member of the Senedd in their absence, when required.
15. Arrange events,meetings and visits for the member as required.
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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 South East Wales.
* 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** * 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 and member of the public.
* 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
* The ideal candidate should be self motivated enough to work unsupervised and independently when required.

*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*  |
| 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). |