

Support Staff Job Description

Job family:	Business Management and Administration (50%) / Casework (50%)
Pay band:	Band 2
Salary range: (pro-rata)	£33,233 – £42,727 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.

Job title:	Office Coordinator
Reference:	MBS-177-26
Office of:	Joshua Kim MS
Working hours:	37 hours per week There may be a requirement for the role holder to work outside of the normal working hours.
Appointment type:	Permanent As a Member of the Senedd, I hold office as an elected representative; when I cease to be a Member of the Senedd, this position will be made redundant.
Location:	Constituency Office, Bedwas There may be a requirement to visit a range of locations across my constituency, including rural locations, where public transport may not be available.

Additional information:
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).
Please note that appointment will be subject to references and a security check.

About the role

Business Management and Administration

Jobs in Business Management and Administration are responsible for the provision of managerial, specialist and administrative support at a level appropriate to the grade. The work undertaken may include providing secretarial, clerical and administrative support; implementing policy and processes; providing specialist / expert advice and support for example in relation to finances or people management; leadership and project management.

The key characteristics are:

- Develop and maintain relationships that support internal and external networks.
- Represent the work area at meetings.
- Coordinate the workflow and outcomes of a small team performing related tasks.
- Undertake research and analysis in relation to Member or office activity.
- Higher grades likely to contribute to the setting of the direction of work priorities and practices, monitoring workflow and identifying training needs for lower levels.
- Assist in the management of corporate functions including human resources, property, health and safety and data protection.
- Prepare correspondence and reports including emails and letters on routine and more complex matters.
- Undertake or oversee buildings management services.
- Assist in contract management and administration.
- Assist in and support staffing processes.

Purpose of the job

A **Band 2 Business Management and Administration Officer** working for a Member of the Senedd undertakes a wide range of work relevant to the smooth running of the Member's office and their daily work. Such work may include finance, diary management, record keeping or people related work.

Casework

Casework jobs are responsible for handling a wide range of correspondence and casework at a level appropriate to the pay band. This includes following up on enquiries raised by individual constituents or campaign/lobbying groups, corresponding on behalf of the Member and signposting enquirers to appropriate sources of information, advice and guidance. Job holders will speak to constituents raising complaints and may on their behalf approach relevant public service organisations e.g. NHS or local government departments to support the constituent in resolving problems and issues raised.

In addition, the organisation of, and involvement in, public engagement events such as surgeries or other constituency activities may be seen in these roles.

The key characteristics of a casework role are:

- Ensuring that all cases are progressed promptly and proportionately and are concluded at the earliest opportunity.
- Managing a caseload, with supportive supervision appropriate to the level of the role.
- Gathering appropriate information to produce factual evidenced-based written reports.
- Keep accurate, up-to-date records and audit trails in accordance with data protection requirements.
- Communicating effectively with all parties both verbally and in writing.
- Responding to a broad range of general correspondence investigating and responding to queries as necessary.
- Ensuring that the work of the Member is promoted through participation in appropriate activities such as surgeries or community events.

Purpose of the job

A **Band 2 Casework Officer** working for a Member of the Senedd will handle more complex cases, constituent advocacy, and policy research while providing support to both constituents and the Member. They work independently on casework, liaise with government agencies and other relevant bodies as appropriate.

Person specification

Skills and behaviours
• Understanding of, and commitment to, combating discrimination and promoting the equality of opportunities and the Nolan Principles of Public Life. • Strong written and verbal communication skills for drafting correspondence and liaising with stakeholders. • Ability to manage multiple cases and prioritise urgent issues. • Discretion and confidentiality in handling sensitive casework. • Problem-solving and negotiation skills when advocating on behalf of constituents. • Effective IT Skills particularly using Microsoft packages such as Word, Outlook and Excel. • Effective interpersonal skills and the ability to deal with a range of people in sometimes challenging situations.
Knowledge and experience
• A good understanding of the legal and regulatory frameworks within which Members and Groups operate. This includes both Senedd frameworks (standards of conduct and expenditure) as well as broader and general frameworks. Able to provide informed advice to Members and colleagues. • Legal and policy knowledge related to housing, welfare, immigration, and other public services. • Experience of working in teams, with the ability to coordinate staff, interns, and volunteers effectively. • Knowledge of law and good practice related to data protection and information security. • Experience and practical understanding of law and good practice regarding health, safety and wellbeing, including risk assessments, control measures, and knowing when to seek competent advice. • Experience implementing proportionate safeguarding measures related to children and vulnerable adults.
Desirable criteria
• An understanding of current affairs and issues of relevance to Wales and the local area, an interest in the Welsh political system. • Sympathetic to the aims and values of the Party.
Qualifications

- The ability to demonstrate knowledge or experience of a range of work procedures based on relevant work experience and/or vocational qualification e.g. NVQ level 3 or 4 or equivalent in a relevant subject.
- Demonstrable numeracy and literacy skills e.g. English / Welsh and Maths GCSE (or equivalent) at Grade C or above or suitable alternative experience.

Language skills

- Desirable / non-essential: The ability to work in both Welsh and English.

Main duties

Casework management and constituent support
• Handle complex and sensitive cases, providing tailored support and solutions for constituents. This may include supporting constituents to campaign against their identified issues through informing and advising in relation to legislative process, rights etc. • Investigate policy-related or legal issues affecting constituents and escalate urgent concerns to the Member. • Maintain case records using casework management systems, ensuring compliance with data protection laws. • Oversee the progress of high-priority cases and ensure timely responses.
Advocacy and liaison with government bodies
• Communicate with government departments, local councils and agencies to support constituents in resolving issues. • Escalate cases to ombudsman services, ministers, or Senedd committees when needed. • Develop a strong understanding of welfare, housing, immigration, healthcare, and legal issues to better support constituents. • Track developments in legislation, local government decisions and national policy to inform casework.
Public engagement and community liaison
• Attend Member's surgeries, engaging directly with constituents, taking detailed notes and identifying follow up actions. • Represent the Member at community events, local meetings and constituency visits. • Build and maintain relationships with local charities, advocacy groups, and public service providers.
Office management and staff management
• Run the day-to-day operations of the Member's office. • Ensure compliance with Senedd rules and financial regulations. • A range of administration activities including effective records management and audit related activity. • Ensure office resources are used effectively. • Ensure that a safe working environment is maintained. Assist in the provision of

buildings management. Assess competitive quotations / tenders for work and identify the most suitable options. • Ensure compliance with Senedd policies and ethical guidelines. • Undertake straightforward quality assurance tasks or activities; check the accuracy of information and work. • Plan and manage their own workload and workloads of others in line with Member requirements. • Take decisions where limited or no advice, guidance or precedents is available in line with Member wishes. • Perform other duties as required to support the Member that are commensurate with this band.
Workplace obligations
Data protection / information security: • Manage the processes and arrangements that enable the Member to comply with their obligations related to data protection and information security in accordance with relevant legislation and codes of practice. Health, safety and wellbeing: • Manage the processes and arrangements that enable the Member to comply with their obligations related to health, safety and wellbeing in accordance with relevant legislation and codes of practice. Safeguarding: • Manage the processes and arrangements that enable the Member to comply with their obligations related to safeguarding of children and vulnerable adults in accordance with relevant legislation and codes of practice.
Other
• Perform other duties as required to support the Member that are commensurate with this band.