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| **Job and Person Specification** |
| **Job title:****Reference:** | **Case Worker, and Press and Social Media Assistant****MBS-023-24** |
| **Member of the Senedd:** | **Rhun ap Iorwerth** |
| **Pay band:** | **3** |
| **Salary range: (pro rata)** | **£23,742 - £31,798***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:** | **Up to 37 hours**  |
| **Appointment type\*:** | **Fixed Term until 31 March 2025** |
| **Location:**  | **Llangefni**  |
| **Purpose of the post** |
| To provide the Member of the Senedd with administrative, constituency and parliamentary support bilingually, and assistance in terms of social media and press publicity, ensuring that standards of confidentiality are maintained.  |
| **Main duties** |
| 1. Respond to enquiries from constituents, other politicians and the media;
2. Ensure that all cases are recorded; monitor progress and ensure that all identified actions are taken;
3. Ensure that records are maintained, and information managed confidentially in accordance with the Data Protection Act;
4. Answer telephone, take messages and deal with enquiries and requests as required;
5. Investigate issues raised in correspondence from constituents and follow up on such cases, ensuring they are resolved in a timely manner;
6. Meet and greet visitors as required;
7. Collate and compile papers and briefing notes for meetings, and draft letters and any documents required by the Member of the Senedd;
8. Maintain a filing system, linking previous papers with current correspondence, and locating documents on request
9. Attend meetings and/or events with the Member of the Senedd;
10. Provide support in constituency surgeries;
11. Assist with the preparation and organisation of specific campaigns
12. General administrative duties as required.
13. Answer telephone, take messages and deal with enquiries and requests as required;
14. Monitor comments on social media and brief the Member of the Senedd on relevant issues.
15. Responsibility for a range of administrative and secretarial support for the Member of the Senedd in the absence of the Office Manager and/or as required.
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| **Person Specification** |
| **Essential knowledge and experience*** Knowledge, and understanding of issues related to the local area.
* Effective IT skills, particularly when using Microsoft packages such as Word, Outlook and Excel
* An understanding of combating discrimination and promoting equality of opportunities and the Nolan Principles of Public Life, and a commitment to them.

**Essential qualifications*** NVQ level 3 or equivalent qualification in a relevant subject or;
* Distinct numeracy and literacy skills e.g GCSE qualification in Welsh and English (or equivalent qualifications) at grade C or above.

**Essential skills and behaviours*** The ability to work independently and to tight deadlines, with the ability to work flexibly and to juggle a range of tasks simultaneously.
* Effective interpersonal skills and the ability to deal with a variety of people
* The ability to write in Welsh and English to an acceptable level.
* The ability to demonstrate sensitivity and to ensure that the highest standards of confidentiality are maintained;
* Effective organisational and planning skills;
* Excellent communication skills

*Desirable** An understanding of current affairs and issues of relevance to Wales and the local area, and an interest in the Welsh political system
* Sympathetic to the aims and values of the Party.
* The ability to work in both Welsh and English, both in spoken and written form.
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| **Additional information**  |
| Please note that the 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).  |