**Job and person specification**

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| **Job title:** | **Case Worker, and Social Media Assistant** |
| **Reference:** | *MBS-015-25* |
| **Office:** | ***Rhun ap Iorwerth*** |
| **Pay band:** | **3** |
| **Salary range:** **(pro-rata)** | **£25,167 - £33,706**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:** | **22 hours per week**  |
| **Appointment type\*:** | **Permanent**  |
| **Location:** | ***Llangefni*** |

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| **Additional information** |
| \*Appointment type:Should the Member 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. |
| Please note that this position may be subject to evaluation. The role, its responsibilities, and associated pay may be reviewed and adjusted to ensure alignment with the Member's goals and objectives. Candidates should be prepared for potential changes based on business needs of the Member. |
| 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 the appointment will be subject to references and a security check. |

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| **Purpose of the post** |
| To provide the Member of the Senedd with administrative, constituency and publicity support ensuring that standards of confidentiality are maintained at all times. |

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| **Main duties** |
| 1. Respond to enquiries from constituents, other politicians and the media.
2. Ensure all cases are logged; monitor progress and ensure all identified actions are taken.
3. Ensure records are kept and information managed confidentially in line with the Data Protection Act.
4. Answer telephone, take messages and deal with enquiries and requests as appropriate.
5. Research and investigate issues raised in constituency correspondence and follow up on such cases, ensuring they are resolved in a timely manner.
6. Meeting and greeting visitors as required.
7. Gather and compile papers and briefing notes for meetings, draft letters and any documents as required by the Member of the Senedd.
8. Maintain a filing system, associating previous papers with current correspondence, and extracting documents on request.
9. Attend meetings and/or events with the Member of the Senedd.
10. Provide support on the day of Surgeries.
11. Assist in the preparation and organisation of specific campaigns.
12. General administrative duties as required
13. Monitor comments in social media platforms and brief the Member on relevant issues.
14. Be responsible for a range of administrative and secretarial support duties for the Member of the Senedd when the Office Manager is not in the office and/or as required
15. Provide support with the Member's communication and social media work including gathering material and drafting content as required.
16. Drafting correspondence to constituents on behalf of the Member
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| **Person specification** |
| **Essential knowledge and experience*** Knowledge and understanding of issues relevant to the local area.
* Some experience of using IT packages. For example, Microsoft packages such as Word, Outlook and Excel.
* An understanding of, and commitment to, combating discrimination and promoting the equality of opportunities and the Nolan Principles of Public Life.

**Essential qualifications** * NVQ level 3 or 4 qualification or equivalent in a relevant subject; or
* Distinct numeracy and literacy skills e.g. GCSE English and Maths (or equivalent) at Grade C or above.

**Essential skills and behaviors** * Effective organisation and planning skills;
* Ability to work on own initiative to tight deadlines, with the ability to work flexibly and to juggle a range of tasks;
* Effective interpersonal skills and the ability to deal with a range of people.
* Excellent communication skills.
* An ability to demonstrate sensitivity and ensure that the highest standards of confidentiality are upheld.
* The ability to write to a high standard in both Welsh and English.

**Desirable criteria** * An understanding of current affairs and issues of relevance to Wales, and 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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