Support Staff Job Description

Job family:	**Casework**
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:	**Parliamentary or Constituency Casework Coordinator**
Reference:	**MBS-221-26**
Office of:	**Rebeca Phillips AS / 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 - Ystradgynlais** There may be a requirement for the role holder to travel for work occasionally.

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

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

- 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.
- Proficient with the normal tools and equipment for the job, for example, standard software packages.
- Well-developed oral and written communication skills.
- 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.
- Understanding of, and commitment to, combating discrimination and promoting the equality of opportunities and the Nolan Principles of Public Life.
- The ability to work collaboratively as part of a small team.

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, expenditure etc) as well as broader and general frameworks (legal duties). Able to provide informed advice to Members and colleagues on these matters.
- Legal and policy knowledge related to housing, welfare, immigration, and other public services.
- Experience of comparable role dealing with complex correspondence, diaries and events and running a busy office.

Data protection / information security:

- Knowledge of law and good practice related to data protection and information security.

Health, safety and wellbeing:

- 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.

Safeguarding:

- 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

- Welsh language skills are essential for this post, and have been assessed as follows:
    - Listening: Intermediate
    - Speaking: Intermediate
    - Reading: Intermediate
    - Writing: Intermediate
- These skills will be assessed as part of the selection process.

Additional information on language skill levels

	Corresponds broadly to	**Listening**	**Speaking**	**Reading**	**Writing**
Intermediate	Canolradd	Understand most conversations and instructions fairly confidently.	Able to hold an extended conversation with a fluent speaker fairly confidently.	Understand most text fairly confidently.	Able to write text, including basic correspondence, fairly confidently.

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.
- Draft and send detailed letters, reports, and case summaries on behalf of the Member.
- Maintain case records using casework management systems, ensuring compliance with data protection laws.
- Plan and manage their own workload in line with Member's requirements.

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.
- Contribute to policy briefings and prepare background information for the Member's parliamentary work, debates, or speeches.

Supervision and mentorship

- Support junior caseworkers, providing guidance on case handling and administrative procedures.
- Oversee the progress of high-priority cases and ensure timely responses.

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.

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

- Operate within the legal and regulatory frameworks within which Members and Groups operate, including Senedd frameworks (standards of conduct, expenditure etc) and broader and general frameworks (legal duties).
- Perform other duties as required to support the Member that are commensurate with this band.