Support Staff Job Description

Job family:	**Casework**
Pay band:	**Band 3**
Salary range: **(pro-rata)**	**£26,345 - £33,873** 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:	**Constituency Casework Assistant**
Reference:	**MBS-249-26**
Office of:	**Iain McIntosh 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:	**Neath constituency office** 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

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 3 Casework Officer** working for a Member of the Senedd would typically be responsible for assisting constituents with issues they face and ensuring they receive the necessary support from government agencies, local councils and other organisations.

Person specification

Skills and behaviours
• Expected to develop proficiency in an area of administrative or practical work; able to answer a standard range of queries from others and know when to refer on more complex queries. • Expected to be proficient with the normal tools and equipment for the job, for example, standard software packages and have familiarity with online media. • Good oral and written skills. • Effective organisation and planning skills. • Ability to demonstrate sensitivity and ensure that the highest standards of confidentiality are upheld. • 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
• Knowledge and understanding of issues relevant to the local area. • 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. • Full current UK Driving licence and access to a vehicle insured for work purposes.
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: Courtesy Welsh – the ability to pronounce Welsh names, answer the telephone, greet people or make introductions bilingually; to understand familiar, every day Welsh expressions; to understand short texts where people are giving basic information.

Main duties

Constituent casework handling

- Respond to enquiries from constituents via phone, email or letter.
- Log and track cases using a case management system to ensure timely follow-ups.
- Research issues and liaise with government departments, councils and agencies on behalf of constituents.
- Draft letters and emails to respond to constituent queries.

Advice and advocacy

- Provide basic advice and signposting to constituents on issues such as housing, immigration, welfare, benefits and health.
- Escalate complex cases to senior caseworkers or the Members when necessary.
- Ensure constituents are aware of their rights and signpost them to relevant support services when appropriate.

Administrative support

- Maintain accurate and confidential records of constituent cases in line with data protection laws.
- Organise meetings between constituents and the Members or senior staff.
- May organise events such as surgeries or visits at the direction of the Members.
- Draft and proofread correspondence for the Members.

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:

- Coordinate activities and provide guidance to enable the Member to comply with their obligations related to health, safety and wellbeing in accordance with relevant legislation and codes of practice.

Safeguarding:

- Support and advise 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.