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| **Job & Person Specification** |
| **Job Title:****Reference:** | **Casework Officer****MBS-067-24** |
| **Member of the Senedd:** | **Vikki Howells MS** |
| **Pay Band:** | **3** |
| **Salary Range: (pro rata)** | **£25,167 - £33,706 pro-rata***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:** | **18.5hrs** |
| **Appointment Type:** | **Fixed term until May 2026** |
| **Location:**  | **Mainly Constituency Office. Occasionally Senedd working if required** |
| **Purpose of Job** |
| To provide the Member of the Senedd with administrative and constituency support ensuring that standards of confidentiality are maintained. |
| **Main Duties** |
| 1. Ensure casework is logged, progress monitored and identified actions are taken within agreed timescales.

 1. Build expertise in specific areas of casework and lead on responses in those areas.
2. Monitor relevant developments relating to those areas to ensure awareness of wider policy landscape.
3. Develop links with key local stakeholders working or delivering services in those areas.
4. Support MS during constituency advice surgeries.
5. Ensure records are kept and information managed confidentially in line with the Data Protection Act.
6. Answer telephone calls and correspondence and ensure these are recorded and responded to as appropriate.
7. Extract and compile papers and briefing notes for meetings, draft letters and any documents as required by the Member of the Senedd.
8. Assist in the preparation and organisation of specific campaigns.
9. General administrative duties as may be required.
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| **Person Specification (please refer to the ‘essential’ criterion below when completing the *‘Information in support of your application’* section of the application form)** |
| **Essential Knowledge and Experience*** Some experience of administrative work and knowledge of office systems
* Knowledge and understanding of issues relevant to the local area
* Some experience of using IT packages eg Microsoft packages such as Word, Outlook and Excel.
* Understanding of, and commitment to, combating discrimination and promoting the equality of opportunities and the Nolan Principles of Public Life

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

**Essential Skills and Behaviours** * Effective organisation and planning skills
* Ability to work on own initiative to tight deadlines, with the ability to work flexibly and juggle a range of tasks
* Effective interpersonal skills and the ability to deal with a range of people
* Excellent communication skills
* Ability to demonstrate sensitivity and ensure that the highest standards of confidentiality are upheld.

*Desirable** An understanding of current affairs and issues of relevance to Wales, 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
* Ability to drive and access to own vehicle.
* Knowledge of ‘Caseworker’ IT system.
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| **Additional Information** |
| Please note 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). |