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| **Job & Person Specification** |
| **Job Title:****Reference:** | **Caseworker** MBS-072-21 |
| **Member of the Senedd:** | **Joel James MS** |
| **Pay Band:** | **3** |
| **Salary Range: (pro rata)** | **£20,607 - £27,790** *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:** | **37** |
| **Appointment Type:** | **Permanent** |
| **Location:**  | **Ty Hywel / Regional Office** |
| **Purpose of Job** |
| To provide the Member of the Senedd with administrative, constituency and publicity support ensuring that standards of confidentiality are maintained. |
| **Main Duties** |
| 1. To compile all emails, telephone calls and written correspondence, ensuring any relating to Casework are uploaded to the Caseworker system in a timely manner.
2. Casework will include, but is not limited to:
	1. dealing with constituents patiently, respectfully and compassionately;
	2. liaising with the relevant public body, Minister or other agency, in a professional manner
	3. keeping constituents regularly updated with progress and using judgement to prioritise cases that require urgent attention.
3. The Caseworker will work under the supervision of the Office Manager, with whom weekly meetings will be necessary, in order to both to support the Caseworker and keep the Office Manager appraised of workload, aware of trends and the progress of cases. Ad hoc meetings will be required to discuss complex cases and those of a sensitive nature.
4. Ensure records are kept and information managed confidentially in line with the Data Protection Act
5. Arrange surgeries and offer support on the day
6. Maintain an appointments diary for the Member, arranging cancelling appointments, make travel arrangements, meeting and greeting visitors as required
7. Ensure regular invitations are received for the Member of the Senedd to meet and speak with members of groups/associations and ensure that visits are recorded on a database
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
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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*  |
| **Application Process** |
| **Closing Date:** | 29 October 2021 |
| **Interviews:** | To be confirmed |
| **Contact:** | Joel.James@Senedd.wales |
| 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). |