

Policy and Research: Band 2

Job and person specification

Job title:	Community Engagement and Casework Officer
Reference:	[MBS-140-26]
Office of:	Kiera Marshall
Pay 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.
Working hours:	29.6 hours per week (4 days a week) [Some evening and weekend work will be required.] [There may be a requirement for the role holder to work outside of the normal working hours.]
Appointment type*:	Permanent
Location:	Senedd, Constituency Office, and across the Constituency [There may be a requirement for the role holder to travel for work occasionally.] [There may be a requirement to visit a range of locations across my constituency, including rural locations, where public transport may not be available.]

Purpose of the job

A **Band 2 Community Engagement and Casework Officer** working for a **Member of the Senedd (Member)** will undertake in-depth policy research regarding issues and campaigns happening in the constituency, organising with local communities across the constituency to ensure their views are heard by the Member, and helping to facilitate that engagement by establishing surgeries and forums with different communities in the constituency. With regards to casework, they 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.

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Additional information:

Individual Members: 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.

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.

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Introduction: Community Engagement and Local Research

Jobs in Community Engagement and Local Research are responsible for conducting research or analysis of a particular issue or range of issues in the constituency in order to provide Members or Groups with relevant intelligence and on occasions pragmatic, action-oriented recommendations or options for dealing with the issue. Activities will be undertaken at a level appropriate to the grade.

The key characteristics are:

- Through scrutiny of the work of the Welsh Government and other bodies identifies potential outcomes and impacts
- Problem analysis, option generation and appraisal
- Contribution to the development and shaping of policy and the work of the Member
- Working in partnership (internally and externally) to conduct research and engage with communities and local campaigns within the constituency.

Introduction: 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.

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- 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.

Person Specification

Skills and behaviours

- The ability to manage multiple priorities including handling urgent tasks while maintaining longer-term projects.
- Political awareness and strategic thinking, understanding party policies and constituency concerns.
- Stakeholder management skills, engaging effectively with external organisations and community groups.
- Proficient with the normal tools and equipment for the job e.g., standard software packages and have experience of using online media in a work context.
- Well-developed oral and written communication skills to enable effective presentation of information.
- Understanding of, and commitment to, combating discrimination and promoting the equality of opportunities and the Nolan Principles of Public Life.
- 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.
- 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 and the ability

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to provide informed advice to the Member and colleagues on these matters.

- Research skills and a background in community organising and engagement.
- Excellent written and verbal communication with the proven ability to produce clear, persuasive reports and briefings.
- Understanding of political and Senedd processes including policymaking and legislative procedures.
- **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

- Demonstrates experience of a range of work procedures based on relevant work experience and/or vocational qualification e.g. a degree, NVQ or equivalent in a relevant subject.

Language skills

Desirable / non-essential

- Welsh language skills are not essential for this post, they are however desirable.
- Other language skills could also be utilised in this role, but are not essential.

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Main duties-Community Engagement

The key areas of work and responsibilities for this job. Points identify typical areas of outputs and suggest anticipated results but are not exhaustive or specific.

Research and Policy Analysis

- Conduct research on local campaigns and issues occurring in the member's constituency and how Welsh Government policy interacts with these.
- Draft comprehensive briefings for the Member as to what is happening in the constituency which will support the Member's work and provide research support for Senedd debates, committees and consultations.
- Identify trends and highlight key issues that may impact the constituency or political agenda.

Community Engagement and Stakeholder Management

- Manage relationships with key stakeholders and community groups within the constituency.
- Oversee the development of community engagement activities such as surgeries, forums, public meetings, events, and constituency visits.
- Advising the Member on public messaging and community engagement opportunities.

Team Work

- Work across the team to ensure community engagement ties in with the other work streams of the Member.
- Assist in managing constituency related correspondence to the office, particularly assisting casework and communications.
- Ensure all work aligns with the party's position and parliamentary priorities.
- Plan and manage their own workload in line with Member requirements.
- Take decisions within guidelines or protocols.

Workplace obligations

- **Data protection / information security**
 - Support and advise the Member to comply with their obligations related to data protection and information security in accordance with relevant

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legislation and codes of practice.

- **Health, safety and wellbeing**

- Support and advise 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.

Main duties-Caseworker

This is a range of duties that will typically be included in this kind of role. Details can be amended as appropriate, and bullet points can be deleted if they are not needed / are captured by other roles, although please note that significant changes may impact on the grading of the role.

Casework management and constituent support

- Handle complex and sensitive cases, providing tailored support and solutions for

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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

- 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..
- Build and maintain relationships with local charities, advocacy groups, and public service providers.

Workplace obligations

Data protection / information security:

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- Support and advise 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.