

Support Staff Job Description

Job family:	Business Management and Administration
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 Support Officer
Reference:	MBS-149-26
Office of:	Kerry Ferguson MS and Anna Nicholl MS
Working hours:	37 hours per week in total – working 18.5 hours for Anna Nicholl, and 18.5 hours for Kerry Ferguson. 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:	Pembrokeshire Constituency Office, Haverfordwest 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

Business Management and Administration

Jobs in Business Management and Administration are responsible for the provision of managerial, specialist and administrative support at a level appropriate to the grade. The work undertaken may include providing secretarial, clerical and administrative support; implementing policy and processes; providing specialist / expert advice and support for example in relation to finances or people management; leadership and project management.

The key characteristics are:

- Develop and maintain relationships that support internal and external networks.
- Represent the work area at meetings.
- Coordinate the workflow and outcomes of a small team performing related tasks.
- Undertake research and analysis in relation to Member or office activity.
- Higher grades likely to contribute to the setting of the direction of work priorities and practices, monitoring workflow and identifying training needs for lower levels.
- Assist in the management of corporate functions including human resources, property, health and safety and data protection.
- Prepare correspondence and reports including emails and letters on routine and more complex matters.
- Undertake or oversee buildings management services.
- Assist in contract management and administration.
- Assist in and support staffing processes.

Purpose of the job

A **Band 3 Business Management and Administration Officer** working for a Member of the Senedd would typically be responsible for assisting with all aspects of running the Member's office including providing administrative support directly to the Member.

Person specification

Skills and behaviours

- Expected to develop proficiency in an area of administrative 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 tools and equipment for the job. Effective IT Skills particularly using Microsoft packages such as SharePoint, Word, Outlook and Excel.
- Good oral and written skills.
- Effective organisation and planning skills.
- Ability to demonstrate sensitivity and ensure that the highest standards of confidentiality are upheld.
- Ability to communicate clearly and patiently with all constituents
- Awareness of the need for discretion and confidentiality when working with constituents
- Understanding of, and commitment to, combating discrimination and promoting the equality of opportunities and the Nolan Principles of Public Life.
- 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

- Experience of working on reception and in a busy office environment
- 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

- Welsh language skills are essential for this post, and have been assessed as follows:
 - Listening: Entry
 - Speaking: Entry
 - Reading: Entry
 - Writing: Entry
- These skills will be assessed as part of the selection process.
- Further language skills can be included here if appropriate to the role.

Additional information on language skill levels

	Corresponds broadly to	Listening	Speaking	Reading	Writing
Entry	Mynediad	Understand certain everyday phrases if people speak slowly and clearly.	Able to use everyday expressions, ask and answer basic questions on familiar topics.	Understand some basic phrases and sentences.	Able to write short and simple text.
Foundation	Sylfaen	Understand sentences or instructions when people talk slowly about familiar issues.	Able to hold a conversation with someone else on familiar matters.	Understand basic text.	Able to write short text about everyday matters.
Intermediate	Canolradd	Understand most conversations and instructions fairly	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.

		confidently.			
Advanced	Advanced/Uwch or Has received Welsh medium education or Uses Welsh regularly Language Skills Certificate	Understand conversations and instructions confidently.	Able to speak and engage confidently in discussion at length and able to answer any question.	Understand a wide variety of text confidently.	Able to write a wide variety of text confidently.
Proficiency	Language qualification: A-level or degree in Welsh A-level or degree through the medium of Welsh Translation qualification	Understand all conversations and instructions with complete confidence.	Able to speak at length and with complete confidence, even about unfamiliar matters.	Understand all types of texts with complete confidence.	Able to write all kinds of text with complete confidence.

Main duties

Administrative duties
• Manage emails, letters, and phone calls from constituents, stakeholders, and government bodies. • Communicate messages with other staff members where necessary in a timely manner. • Keep records, handle correspondence, and ensure office supplies are maintained.
Constituency work
• Support the Members' constituency work through being the first point of contact in the Pembrokeshire Constituency Office • Work to support constituents who contact the office, taking accurate records and ensure they are sent to the appropriate member of staff. • Support at events/meetings in Pembrokeshire, where necessary.
Business and office management
• Support the Member in managing their staff and office resources efficiently. • Ensure compliance with Senedd policies and ethical guidelines. • Help maintain office equipment and premises. • Plan and manage their own workload and workloads of others in line with Member requirements. • Support with Member emails, calls and correspondence, ensuring timely response to constituents.
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 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.