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| **Job & Person Specification** |
| **Job Title:****Reference:** | **Caseworker and Researcher****MBS-070-24** |
| **Member of the Senedd:** | **Rhys ab Owen** |
| **Pay Band:** | **3** |
| **Salary Range: (pro rata)** | **£25,167 - £33,706***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 hours (5 days)** |
| **Appointment Type:** | **Fixed term contract (12 months)** |
| **Location:**  | **Constituency Office – 66 Leckwith Road, Canton, Cardiff, CF11 8AP** |
| **Purpose of Job** |
| To assist in providing the Member of the Senedd with high quality research, administrative support, constituency and publicity support ensuring that standards of confidentiality are maintained. |
| **Main Duties** |
| 1. Respond to enquiries from constituents, other politicians and the media
2. Ensure all cases are logged; monitor progress and ensure all identified actions are taken
3. Ensure records are kept and information managed confidentially in line with the Data Protection Act
4. Answer telephone, take messages and deal with enquiries and requests as appropriate
5. Sort incoming post into priority order and prepare draft replies to routine correspondence
6. Research and investigate issues raised in constituency correspondence and follow up in such cases, ensuring their timely resolution
7. Conduct research as directed by the Member of the Senedd into areas of policy as relevant.
8. Draft briefings, draft letters and information to assist the Member of the Senedd in dealing with constituency casework or helping to inform debates.
9. Maintain a filing system, associating previous papers with current correspondence, and extracting documents on request
10. Attend meetings and/or events with the Member of the Senedd
11. Arrange surgeries and offer support on the day
12. Assist in the preparation and organisation of specific campaigns
13. Take responsibility for providing a range of administrative and secretarial support to the Member of the Senedd when the PA/Caseworker is not in the office and/or when 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 communication and interpersonal skills and the ability to deal with a range of people including the public and stakeholders
* Ability to demonstrate sensitivity and ensure that the highest standards of confidentiality are upheld
* Sound judgement and a good understanding of what it means to work in a political environment
* Evidence of good analytical skills, including the ability to summarise accurately a wide range of views and be able to quickly identify key issues from a range of sources of information
* Proficiency in ICT, particularly in Excel, Word.

*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.There will be occasions where it will be necessary to attend/work at Ty Hywel, Cardiff Bay, Cardiff.*\* 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). |