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| **Job & Person Specification** | |
| **Job Title:**  **Reference:** | **Caseworker**  MBS-020-22 |
| **Member of the Senedd:** | **Sam Rowlands MS (North Wales)** |
| **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:** | **22.2 hours** |
| **Appointment Type:** | **Fixed Term 12 months** |
| **Location:** | **Abergele** |
| **Purpose of Job** | |
| To provide administrative and casework support in Sam Rowlands’ North Wales office. | |
| **Main Duties** | |
| 1. Respond to enquiries from constituents, pressure groups, community groups and other politicians 2. Maintain a casework system ensuring 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. Carry out research into local, regional, national and international issues as required, and ensure that Sam Rowlands is made aware of any relevant matters 5. Develop knowledge on specialist areas, arrange surgeries and offer support on the day 6. Promote the work of Sam Rowlands and keep constituents and interested parties informed 7. Answer telephone, take messages and deal with enquiries and requests as appropriate 8. Maintain an appointments diary for Sam Rowlands, arranging cancelling appointments, meeting and greeting visitors as required and making necessary travel arrangements 9. Draft letters, briefing notes and any other documents as required 10. Attend meetings and/or events and represent Sam Rowlands within the community 11. Sort incoming post into priority order and prepare draft replies to routine correspondence 12. Investigate issues raised in constituency correspondence and follow up in such cases, ensuring their timely resolution 13. Process and manage claims and expenses 14. Other duties as may be required | |
| **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**  • Knowledge and understanding of issues relevant to the local area  • Some experience of administrative work and knowledge of office systems e.g. Manual and computerised  • Understanding of, and commitment to, combating discrimination and promoting the equality of opportunities and the Nolan Principles of Public Life  **Essential Qualifications**  • Demonstrable numeracy and literacy skills e.g. English and Maths GCSE (or equivalent) at Grade C or above.  **Essential Skills and Behaviours**  • Ability to work on own initiative to tight deadlines, with the ability to work flexibly and juggle a range of tasks  • Excellent written and oral communication skills  • Effective IT Skills particularly using Microsoft packages such as Word,  Outlook and Excel.  • 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 and the  local area  • Sympathetic to the aims and values of the Conservative and Unionist Party | |
| **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.* | |
| **Application Process** | |
| Sam Rowlands is an equal opportunities employer and welcomes 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). | |