**Job and person specification**

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| **Job title:** | **Community Liaison Officer and Caseworker** |
| **Reference:** | *MBS-032-25* |
| **Office of:** | *David Rees* |
| **Pay band:** | **2** |
| **Salary range:**  **(pro-rata)** | **£27,722 - £40,321**  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:** | **Up to 22.5 hours per week** *(negotiable)* |
| **Appointment type\*:** | **Fixed Term until 31st May 2026** |
| **Location:** | *Constituency Office, Aberavon* |

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| **Additional information:** |
| \*Appointment type: Should the Member 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. |
| Please note that this position may be subject to evaluation. The role, its responsibilities, and associated pay may be reviewed and adjusted to ensure alignment with the Member's goals and objectives. Candidates should be prepared for potential changes based on business needs of the Member. |
| 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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| **Purpose of the job** |
| To liaise with constituents and organisations that exist within, or which have interests within, the constituency.  To provide the Member with assistance during his work within the Constituency.  To act as the member’s representative at events/fora/meetings within the constituency.  To undertake casework on behalf of the member. |

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| **Main duties** |
| 1. Provide briefings and information to assist the Senedd Member in dealing with constituency casework. 2. Support office activities to ensure that telephone and electronic enquiries and visitors are dealt with appropriately and professionally. 3. Undertake casework on behalf of the Senedd Member and produce final responses to constituents. 4. Develop effective relationships and work collaboratively with colleagues from different services across Senedd Cymru. 5. Develop effective relationships and work collaboratively with community organisations, local authority, representative bodies, local councillors, other politicians, interest groups and media. 6. Identify community organisations and groups for the Member to visit and develop relationships with. Develop strategies for raising local community based campaigns. 7. Generally promote the work of the member and keep constituents and interested parties informed, including distribution of material. 8. Represent the member in a professional and effective manner in dealings with the media, constituents and other outside bodies including: 9. Local Government 10. Local Councillors 11. Charity Organisations 12. Local Health Boards 13. Community Health Councils (now Llais) 14. Local Businesses 15. Trade Unions 16. Business Federations 17. Voluntary Sector Organisations 18. Political Organisations 19. Local educational establishments 20. Public services (police, ambulance, fire, health) 21. Advice Bodies 22. Housing Organisations 23. Respond to e-mails, letters and similar enquiries in a professional, customer focused manner. 24. Lead on project work as required 25. Maintain relevant databases/spreadsheets |

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| **Person specification** |
| Please refer to the essential criteria below when completing the ‘Information in support of your application’ section of the application form.  **Essential knowledge and experience**   * Experience of resolving complex issues with tact and diplomacy * Experience of a comparable role dealing with complex correspondence, diaries and events and running a busy office * Comprehensive understanding of the constituency and its local organisations/bodies * Experience of dealing with community-based organisations. * 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**   * Good oral and written skills * Excellent organisational and planning skills * Ability to communicate clearly and effectively with elected members at all levels, from Cabinet Ministers to local councillors as well as with local government officers, civil servants, Senedd Commission staff, chief executives, etc * Ability to manage a demanding workload with conflicting priorities * Ability to use a range of office software, including word processing and the internet * Ability to demonstrate commitment to and understanding of the role of Senedd Cymru * Ability to demonstrate sensitivity and ensure that the highest standards of confidentiality are upheld * An understanding of the need to reflect the views of the Senedd Member in a manner which reflects equal opportunity and is not inflammatory, insensitive, libelous, slanderous or defamatory   **Desirable criteria**   * Experience of working effectively within a political environment * Experience of working within Senedd Cymru (or another parliamentary institution) political environment and with officials from the Senedd Commission or their equivalents. * Experience of working within Local Authority and Government protocols and have knowledge of grant funding streams. * An understanding of current affairs and issues of relevance to Wales, an interest in the Welsh political system * The ability to operate in both English & Welsh * Degree or Equivalent * Ability to use relevant casework management software * Sympathetic to the aims and values of the Labour Party |