**Job and person specification**

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| **Job title:** | **Constituency Officer**  |
| **Reference:** | *MBS-027-25* |
| **Office of:** | **Elin Jones AS** |
| **Pay band:** | **1** |
| **Salary range:****(pro-rata)** | **£32,351 - £45,380**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:** | **32 hours per week** |
| **Appointment type\*:** | **Fixed Term for 10 months,** *with the possibility of making it permanent dependent on the outcome of the 2026 election.* |
| **Location:** | **32 Pier Street, Aberystwyth, SY23 2LN**, with some working from home possible. |

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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.  |
| 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** |
| The Constituency Officer will assist the Member as a key part of the team. As well as supporting the member with organizing the diary and attending meetings with the Member, the Constituency Officer will also assist the office with casework, communication and responding to constituent inquiries to assist them with a variety of problems and projects. Discussing on the phone and by email will be key to the job and then working together with Elin and the team to find solutions and opportunities. |

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| **Main duties** |
| 1. Respond to inquiries from constituents.
2. Assist the Member with her diary, arranging meetings and preparing information for the Member in advance, as required.
3. Assisting the Caseworker to maintain the casework system ensuring that all cases are logged; assisting with monitoring progress and assist the Caseworker to ensure that all the actions identified are taken.
4. Draft letters, briefing notes and any other documents on a range of issues at the request of the Member of Parliament.
5. Ensure that records are kept and that information is managed confidentially, in accordance with the Data Protection Act.
6. Investigate issues raised in constituency correspondence and follow up such cases ensuring they are resolved in time.
7. Answer the phone, take messages and deal with inquiries and requests as appropriate.
8. Going to meetings and/or events with the Member of Parliament and representing the Member within the community.
9. Represent the Member in a professional and effective manner when dealing with constituents and other external bodies.
10. Search for all possible opportunities to promote the objectives of the Member of Parliament, and improve her public image.
11. Assist the Community Engagement Officer with large events, and to assist with arranging events as necessary
12. Assisting the Communications and Research Manager with content development and implementing communications strategy as necessary.
13. Any other duties as needed.
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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 working and writing to a high standard in both Welsh and English.
* Experience of working in a busy office environment, with clear communication skills and good collaboration skills.
* Knowledge and understanding of issues relevant to the local area
* Understanding of, and commitment to, combating discrimination and promoting the equality of opportunities and the Nolan Principles of Public Life

**Essential qualifications** * Degree level or equivalent in a relevant subject; neu
* NVQ Qualification level 3 or 4 or equivalent in Office Administration, Customer Service or a relevant subject.

**Essential skills and behaviours** * + Excellent communication skills, with the ability to write and speak clearly and concisely in Welsh and English, using a variety of IT packages including Microsoft Word, Outlook and Excel programs
	+ Effective organisation, planning and presentation skills, with the ability to work flexibly and maintain a balance between a variety of tasks
	+ Effective interpersonal skills and the ability to relate to a variety of people in situations that can be challenging
	+ Work proactively with as little supervision as possible
	+ The ability to demonstrate sensitivity and ensure that the highest standards of confidentiality are maintained.
	+ The ability to show sensitivity and respect confidentiality, and an understanding of the need to reflect the party's views in a way that reflects equal opportunity and is not inflammatory, insensitive, libelous, slanderous or defamatory
	+ An understanding of current issues and topics relevant to Wales.

**Desirable criteria** * Experience of working in a professional 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
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