

Support Staff Job Description

Job family:	Casework
Pay band:	Band 1
Salary range: (pro-rata)	£39,274 - £50,496 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:	Casework Manager
Reference:	MBS-143-26
Office of:	Mark Hooper MS and Sarah Rees MS
Working hours:	37 hours per week 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:	Constituency Office (Barry), Senedd and Home 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

Casework

Casework jobs are responsible for handling a wide range of correspondence and casework at a level appropriate to the pay band. This includes following up on enquiries raised by individual constituents or campaign/lobbying groups, corresponding on behalf of the Member and signposting enquirers to appropriate sources of information, advice and guidance. Job holders will speak to constituents raising complaints and may on their behalf approach relevant public service organisations e.g. NHS or local government departments to support the constituent in resolving problems and issues raised.

In addition, the organisation of, and involvement in, public engagement events such as surgeries or other constituency activities may be seen in these roles.

The key characteristics of a casework role are:

- Ensuring that all cases are progressed promptly and proportionately and are concluded at the earliest opportunity.
- Managing a caseload, with supportive supervision appropriate to the level of the role.
- Gathering appropriate information to produce factual evidenced-based written reports.
- Keep accurate, up-to-date records and audit trails in accordance with data protection requirements.
- Communicating effectively with all parties both verbally and in writing.
- Responding to a broad range of general correspondence investigating and responding to queries as necessary.
- Ensuring that the work of the Member is promoted through participation in appropriate activities such as surgeries or community events.

Purpose of the job

A **Casework role in Band 1** working for a Member of the Senedd will be shaping the Member's constituency engagement, while also ensuring that constituents receive effective advocacy and support including the most complex cases.

Person specification

Skills and behaviours
• Excellent written and verbal communication skills, including formal letters, reports, and briefings. • Problem-solving and negotiation skills when dealing with government bodies or complex cases. • Ability to handle confidential and sensitive information with professionalism and empathy. • 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
• Substantial experience and extensive knowledge of government systems, public services and procedures. • Experience of managing and coordinating caseloads or other relevant experience in similar roles. • A sound understanding of the workings of the Senedd. A full understanding of the legal and regulatory frameworks within which Members and Groups operate. This includes both Senedd frameworks (standards of conduct, expenditure etc) as well as broader and general frameworks (legal duties). • A clear understanding of which issues are devolved. • Knowledge of law and good practice related to data protection and information security.
Desirable criteria
• 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. • Previous experience working for an MS / MP/ MEP.
Qualifications
• Degree or equivalent in a relevant subject or suitable alternative experience.
Language skills
• Desirable / non-essential: The ability to work in both Welsh and English.

Main duties

Managing complex and high-priority cases
• Handle the most difficult, sensitive, and high-profile cases which may be related to areas outside the remit of the Senedd and require broader partnership working. • Liaise with Ministers, Members of UK Parliament, civil servants, public sector workers and ombudsman services to escalate cases where necessary. • Plan and manage own workload.
Supervision and team leadership
• Plan and manage workloads of others in line with Member requirements. Oversee other caseworkers in the team in line with Member requirements, ensure work is handled efficiently and in line with data protection, Codes of Conduct, and office guidelines. • Train and mentor Band 3 and Band 2 caseworkers, providing guidance on complex cases. • Ensure casework responses are consistent, professional and timely, and that communication is audience focused and clear. • Accountable for delivery of casework to time and quality, directly and through others, by enhancing team performance.
Research and legislative engagement
• Conduct detailed research on legislative and policy matters related to casework, such as housing laws, welfare reforms and immigration policies. • Prepare briefing notes, reports, and submissions for the Members to use in the Senedd.
Liaison with external organisations
• Act as the main liaison between the Members's office and government bodies, local authorities, charities, legal services and advocacy groups. • Develop relationships with citizen advice groups, legal aid organisations and social services to improve case outcomes.
Public engagement and crisis management
• Attend Member surgeries and handle urgent constituent concerns directly. • Manage urgent or emergency cases, liaising with others as appropriate, such as deportation threats, homelessness crises or benefit stoppages.

Casework strategy and management

- Develop and maintain efficient case management systems, ensuring all records are secure, accessible and compliant with data protection law.
- Improve internal casework procedures to ensure efficiency and high-quality constituent support.
- Regularly update the Member on case trends and major constituency concerns
- Take decisions where limited or no advice, guidance or precedents is available in line with Member wishes.

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).
- Take decisions where limited or no advice, guidance or precedents is available in line with Member wishes.
- Perform other duties as required to support the Member that are commensurate with this band.