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| **Job & Person Specification** |
| **Job Title:****Reference:** | **Case worker and Constituency Support****MBS-061-24** |
| **Member of the Senedd:** | **Hannah Blythyn**  |
| **Pay Band:** | **2** |
| **Salary Range: (pro rata)** | **£26,153 - £38,039***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** |
| **Appointment Type:** | **Permanent\*** |
| **Location:**  | **Constituency Office (with ability to home work as agreed)** |
| **Purpose of Job** |
| To provide the Member of the Senedd with administrative, constituency, parliamentary and high quality support ensuring that standards of confidentiality are maintained.  |
| **Main Duties** |
| 1. Answer telephone, take messages and deal with enquiries and requests as appropriate as well as liaising with the Senior Advisor to ensure the smooth day to day running of the constituency office
2. Develop and maintain casework system ensuring all cases are logged; monitor progress and ensure all identified actions are taken
3. Maintain an electronic filing system, associating previous papers with current correspondence, and extracting documents on request
4. Attend meetings and/or events with the Member of the Senedd and represent the Member of the Senedd within the community
5. Respond to enquiries from constituents, organisations and stakeholders
6. Carry out research into local, regional, national and international issues as required, and ensure the politician is made aware of any relevant matters
7. Provide briefings and information to assist the Member in dealing with constituency casework or helping to inform debates
8. Help promote the work of the politician and keep constituents and interested parties informed
9. Ensure records are kept and information managed confidentially in line with the Data Protection Act
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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
* Understanding of, and commitment to, combating discrimination and promoting the equality of opportunities and the Nolan Principles of Public Life

**Essential Qualifications** * Degree or equivalent experience in a relevant sector or;
* NVQ Qualification level 3 or 4 or equivalent in a relevant subject

**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
* Effective interpersonal skills and the ability to deal with a range of people in sometimes challenging situations
* Effective communication and 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, 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.*\* 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* **Disclaimer:** 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). |