

# Support Staff Job Description

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| <b>Job family:</b>                  | <b>Casework</b>                                                                                                                                                                                                                                                                                                                               |
| <b>Pay band:</b>                    | <b>Band 3</b>                                                                                                                                                                                                                                                                                                                                 |
| <b>Salary range:<br/>(pro-rata)</b> | <b>£26,345 - £33,873</b><br><br>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. |

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| <b>Job title:</b>        | <b>Constituency Caseworker</b>                                                                                                                                                            |
| <b>Reference:</b>        | <b>MBS-070-26</b>                                                                                                                                                                         |
| <b>Office of:</b>        | <b>David Mills MS</b>                                                                                                                                                                     |
| <b>Working hours:</b>    | <b>37 hours per week</b><br>Some evening and weekend work will be required.                                                                                                               |
| <b>Appointment type:</b> | <b>Fixed Term for 6 months</b><br>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. |
| <b>Location:</b>         | <b>Constituency office</b><br>There may be a requirement to visit a range of locations across my constituency, including rural locations, where public transport may not be available.    |

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| <b>Additional information:</b>                                                                                                                                                                                                                                                                   |
| 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 **Band 3 Casework Officer** working for a Member of the Senedd would typically be responsible for assisting constituents with issues they face and ensuring they receive the necessary support from government agencies, local councils and other organisations.

# Person specification

| Skills and behaviours                                                                                                                                                                                                                                                                                                                                                                                                                                               |
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| <ul style="list-style-type: none"><li>• Expected to develop proficiency in an area of administrative or practical work; able to answer a standard range of queries from others and know when to refer on more complex queries.</li><li>• Expected to be proficient with the normal tools and equipment for the job, for example, standard software packages and have familiarity with online media.</li><li>• Good oral and written communication skills.</li></ul> |
| Desirable criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <ul style="list-style-type: none"><li>• An understanding of current affairs and issues of relevance to Wales and the local area, an interest in the Welsh political system.</li><li>• Sympathetic to the aims and values of the Party.</li></ul>                                                                                                                                                                                                                    |
| Qualifications                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <ul style="list-style-type: none"><li>• The ability to demonstrate knowledge or experience of a range of work procedures based on relevant work experience and/or vocational qualification e.g. NVQ level 3 or 4 or equivalent in a relevant subject.</li></ul>                                                                                                                                                                                                     |
| Language skills                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <ul style="list-style-type: none"><li>• Desirable / non-essential: The ability to work in both Welsh and English.</li></ul>                                                                                                                                                                                                                                                                                                                                         |

# Main duties

| Constituent casework handling                                                                                                                                                                                                                                                                                                                                                                           |
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| <ul style="list-style-type: none"><li>• Respond to enquiries from constituents via phone, email or letter.</li><li>• Log and track cases using a case management system to ensure timely follow-ups.</li><li>• Research issues and liaise with government departments, councils and agencies on behalf of constituents.</li><li>• Draft letters and emails to respond to constituent queries.</li></ul> |
| Advice and advocacy                                                                                                                                                                                                                                                                                                                                                                                     |
| <ul style="list-style-type: none"><li>• Provide basic advice and signposting to constituents on issues such as housing, immigration, welfare, benefits and health.</li><li>• Escalate complex cases to senior caseworkers or the Members when necessary.</li><li>• Ensure constituents are aware of their rights and signpost them to relevant support services when appropriate.</li></ul>             |
| Administrative support                                                                                                                                                                                                                                                                                                                                                                                  |
| <ul style="list-style-type: none"><li>• Maintain accurate and confidential records of constituent cases in line with data protection laws.</li><li>• Organise meetings between constituents and the Members or senior staff.</li><li>• May organise events such as surgeries or visits at the direction of the Members.</li><li>• Draft and proofread correspondence for the Members.</li></ul>         |