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| **Job & Person Specification** |
| **Job Title:****Reference:** | **Senior Caseworker** **MBS-099-21** |
| **Member of the Senedd:** | **Elin Jones** |
| **Pay Band:** | **1** |
| **Salary Range: (pro rata)** | **£26,650 - £37,612** *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 hours (Full-time but part-time may be considered)** |
| **Appointment Type:** | **Permanent** |
| **Location:**  | **32 Heol y Wig, Aberystwyth, SY23 2LN (Constituency Office)** |
| **Purpose of Job** |
| To provide the Member of the Senedd with all support services, including administration, constituency, and be responsible for casework, ensuring that standards of confidentiality are maintained.  |
| **Main Duties** |
| 1. Respond to enquiries from constituents, other politicians, the media, lobbyists and pressure groups
2. Manage and maintain the casework system ensuring all cases are logged; monitor progress and ensure all identified actions are taken.
3. Draft letters, briefing notes and any other documents as required by the Member of the Senedd on a range of issues.
4. Manage the Member’s diary, arranging, cancelling appointments, meeting and greeting visitors as required, and ensure that all engagements are organised professionally.
5. Ensure records are kept and information managed confidentially in line with the Data Protection Act
6. Assist the Member with recording and submitting milage claim forms
7. Report back to the Communications and Research Manager on casework trends/themes regularly, and report annually on casework
8. Research and investigate issues raised in constituency correspondence and follow up in such cases, ensuring their timely resolution.
9. Carry out research into local, regional, national and international issues as required, and ensure the politician is made aware of any relevant matters
10. Arrange surgeries and offer support on the day
11. Liaise with members of government and local government, party headquarters, other politicians and their staff, embassies, commissioners, relevant interest groups, the media, relevant voluntary sector organisations and constituents
12. Maintain a filing system, associating previous papers with current correspondence, and extracting documents on request, with the aim of ensuring all casework is stored digitally by 2026
13. Answer telephone, take messages and deal with enquiries and requests as appropriate.
14. Attend meetings and/or events with the Member of the Senedd and represent the Member of the Senedd within the community in their absence when required.
15. Ensure regular invitations are received for the AM to meet and speak with members of groups/associations and ensure that visits are recorded on a database.
16. Represent the member in a professional and effective manner in dealings with the media, constituents and other outside bodies
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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** * The ability to work in both Welsh and English
* Experience of administrative work and knowledge of office systems
* Experience of a comparable role dealing with complex correspondence, diaries and events and running a busy office
* 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 in a relevant subject or;

NVQ Qualification level 3 or 4 or equivalent in a relevant subject or;* Demonstrable numeracy and literacy skills e.g. English and Maths GCSE (or equivalent) at Grade C or above.

**Essential Skills and Behaviours** * Effective organisation and planning skills
* 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
* Excellent written and oral communication skills in both Welsh and English
* Excellent 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
* Sympathetic to the aims and values of the Party
* Own car or access to a car
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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.*  |
| **Application Process** |
| **Closing Date:** | Monday 13th of December 2021 |
| **Interviews:** | Monday 20th of December 2021 |
| **Contact:** | branwen.davies@senedd.wales |
| 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). |