

## Job & Person Specification

<b>Job Title:</b>	<b>Caseworker</b>
<b>Reference:</b>	<b>MBS-035-24</b>
<b>Member of the Senedd:</b>	<b>Elin Jones MS</b>
<b>Pay Band:</b>	<b>2</b>
<b>Salary Range: (pro rata)</b>	<b>£26,153 - £38,039 (pro rata)</b> <i>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.</i>
<b>Working Hours:</b>	<b>37 hours full-time (flexible hours could be considered)</b>
<b>Appointment Type:</b>	<b>Permanent</b>
<b>Location:</b>	<b>Constituency office location: 32 Heol y Wig, Aberystwyth, SY23 2LN (flexible working/working from home can be considered).</b>
<b>Purpose of Job</b>	
<p>The Caseworker's main role will be working closely with Ceredigion constituents to support them with a range of problems. Communicating with the people of Ceredigion on email and phone will be a key part of this job, working with Elin and the team to find solutions.</p> <p>As well as supporting Elin in her role, the Caseworker will also attend meetings, research and respond to enquiries, working as a key part of the team.</p>	
<b>Main Duties</b>	
<ol style="list-style-type: none"> <li>1. Respond to enquiries from constituents.</li> <li>2. Manage and maintain the casework system ensuring all cases are logged; monitor progress and ensure all identified actions are taken.</li> <li>3. Digitising old casework, destroying hard copy cases from the office in accordance with GDPR and data protection procedures, by 2026.</li> <li>4. Draft letters, briefing notes and any other documents on a range of issues as required by the Member of the Senedd.</li> </ol>	

5. Ensure records are kept and information managed confidentially in line with the Data Protection Act.
6. Report to the Communications and Research Manager on casework trends/themes regularly
7. Research and investigate issues raised in constituency correspondence and follow up in such cases, ensuring their timely resolution.
8. Arrange surgeries and offer support on the day, and arranging meetings as necessary.
9. Liaise with members of government and local government, party headquarters, other politicians and their staff, relevant interest groups, relevant voluntary sector organisations and constituents.
10. Answer telephone, take messages and deal with enquiries and requests as appropriate.
11. Attend meetings and/or events with the Member of the Senedd and represent the Member of the Senedd within the community.
12. Represent the member in a professional and effective manner in dealings with constituents and other outside bodies.

**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 and write to a high standard in both Welsh and English
- The ability to undertake administrative work and to work digitally
- 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).

### 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.

### 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 .*

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).