

## Job & Person Specification

<b>Job Title:</b>	<b>Head of Office</b>
<b>Reference:</b>	<b>MBS-036-24</b>
<b>Member of the Senedd:</b>	<b>Jenny Rathbone</b>
<b>Pay Band:</b>	<b>1</b>
<b>Salary Range: (pro rata)</b>	<b>£30,520 - £42,811</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>29.6 (4 days per week)</b>
<b>Appointment Type:</b>	<b>Permanent</b>
<b>Location:</b>	<b>Constituency Office (165 Albany Road) &amp; Ty Hywel</b>
<b>Purpose of Job</b>	
To manage and co-ordinate casework, policy research and administration for the Senedd Member. Key tasks include swiftly responding to events, dealing with complex casework, and leading and motivating the staff team.	
<b>Main Duties</b>	
<ol style="list-style-type: none"> <li>1. Manage the Member's team to provide a responsive and effective research, casework, and administrative support service.</li> <li>2. Develop a range of strategies for ensuring that all constituents are encouraged to have their say on reshaping services to better meet people's needs.</li> <li>3. Supervise and support the staff team, including progression and performance management, ensuring all casework is dealt with in line with Nolan principles and the Member is equipped to promote the interests of the people she represents.</li> <li>4. Manage an efficient office, so that telephone and electronic enquiries and visitors are dealt with appropriately and professionally and are compliant with data protection.</li> <li>5. Effective management of the office budget by monitoring expenditure and forecasting future spends</li> <li>6. Ensure that the constituency office conforms to health, safety and welfare requirements, including DSE Assessments for staff</li> </ol>	

7. Represent the Senedd Member in their absence.

**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**

- Demonstrable relevant experience of working effectively within an office environment, including resolving complex issues with tact and diplomacy, ideally in a political environment.
- Knowledge and understanding of issues relevant to Cardiff Central
- Understanding of, and commitment to combating discrimination, promoting equality of opportunities and the Nolan Principles of Public Life

**Essential Qualifications**

- Degree or equivalent in a relevant subject
- NVQ Qualification level 3 or 4 or equivalent in Office Administration, Customer Service or a relevant subject

**Essential Skills and Behaviours**

- Evidence of leading and motivating a team of staff to ensure that policies, programmes and strategies are implemented
- Ability to investigate, analyse and recommend solutions to complex problems and issues
- Ability to communicate clearly and effectively with officials at all levels, including Ministers and civil servants as well as members of the public
- Ability to manage a demanding workload with conflicting priorities
- 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
- The ability to work in both Welsh and English

**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.*

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).

