

Job Description

Andy Allen MLA Constituency Caseworker (Parttime)

Job Information

- 20 hours per week
- Located in Constituency office - 174 Albertbridge Rd, Belfast, BT5 4GS, with attendance at Parliament Buildings, Stormont as required.
- Salary entry point £17.37 per hour.

Key Responsibilities:

- Addressing a diverse array of constituents' inquiries and issues, spanning from basic inquiries to comprehensive case management of complex situations.
- Assisting constituents with form completions, including but not limited to Personal Independence Payment forms.
- Collaborating with government agencies, statutory bodies, and relevant entities to resolve constituency matters.
- Providing comprehensive administrative and secretarial support, encompassing typing, email correspondence, phone communication, mail handling, filing, photocopying, minute-taking during meetings, etc.
- Effectively managing case files, ensuring accurate recording of pertinent information and timely execution of tasks.
- Keeping constituents apprised of the progress pertaining to their cases.
- Handling correspondence related to cases efficiently.
- Ensuring efficient data and file management to comply with GDPR and any other associated requirements.
- Responding promptly to correspondence and inquiries from constituents, media outlets, lobbyists, and advocacy groups.
- Attending surgeries, tribunals, and meetings as necessary.
- Organising constituency and policy-related events.
- Providing secretarial support during meetings as required.
- Cultivating relationships with business, community, and other relevant groups within the constituency.
- Liaising with local organisations, coordinating attendance at community events, managing invitations and handling corresponding tasks.
- Undertaking additional duties as necessary to support the MLA in fulfilling Assembly and constituency obligations.
- Developing a comprehensive understanding of local issues.
- Fulfilling other duties relevant to the role as required.