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**Michelle Guy MLA**

*Alliance Party Member of the Northern Ireland Assembly for Lagan Valley Constituency*

**CASEWORK OFFICER – PART TIME**

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| Report to:  | Michelle Guy MLA |
| Office Location:  | Primarily Lagan Valley Constituency Office but also, as required, Parliament Buildings, Stormont  |
| Hours:  | 20 hours per week |
| Holidays:  | As per determination |
| Salary:  | £26,694 Grade 1 pro rata |
| Pension:  | A central Assembly-approved pension scheme is provided. If enrolled an amount equivalent to 10% of employees salary will be paid into the pension scheme. |
| Duration:  | Permanent.Employment contingent upon member remaining an MLA or until legislation is introduced to change Constituency expense provision. Six-month probation period shall apply. |
| Closing Date | Noon, Friday 30th August 2024 |
| Interview dates: | It is anticipated that shortlisted candidates will be interviewed during week beginning 2nd of September 2024 |

# JOB DESCRIPTION

The Casework Officer will be predominantly responsible for managing casework and constituency queries to support the work of Michelle Guy MLA. This is a vital role that requires someone who is dedicated, proactive, organised and resourceful.

* To assist in the work of the Constituency Office by delivering effective casework as part of Michelle Guy MLA’s constituency services, and any other duties required to run the Constituency service.
* Log casework, monitor progress and take appropriate action
* Deal with enquiries sensitively and confidentially
* Review key themes emerging from casework to identify issues to be progressed either with statutory agencies or by legislative action
* Responsibility for efficient data and file management to comply with GDPR and data management
* Planning and organising meetings and provision of secretarial support as required
* Liaising with groups within the constituency and the general public on behalf of Michelle Guy MLA
* Responding to correspondence and enquiries from constituents, media, lobbyists, businesses and community groups as required
* Dealing with complex queries and complaints on the Member’s behalf, including drafting letters for the Member to sign
* Attending surgeries and as appropriate
* Attending work related training and networking meetings to develop skills
* Other duties as required in support of the MLA carrying out their Assembly duties

 **Communications**

* Publish updates to social media platforms to support and promote the work of Michelle Guy MLA
* Other communications related tasks as required

**PERSON SPECIFICATION**

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|  | **Essential Criteria**  | **Desirable Criteria**  |
| **Professional / Technical Qualifications**  | * Five GCSE’s / O’ Levels or Equivalent at Grade C or above including both English Language and Mathematics
* Excellent written skills (Grammar, punctuation and spelling)
* Proficiency in the use of
* Microsoft Outlook, Word and Excel packages
 | * 7 GCSEs at Grade C or above including Maths and English Language
* ICT qualification
* Customer Care qualification
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| **Experience / Job Knowledge**  | * Experience of working with a range of stakeholders to achieve outcomes
* Previous experience of working with the public
* Ability to update and maintain a database
* Proficiency using key social media platforms such as Facebook, Instagram and X (Twitter).
* Experience of working in an office environment
 | * Campaigning experience, political or otherwise
* Experience of working with volunteers
* Knowledge of the workings of the Northern Ireland Assembly
* Experience of working in a small team
* Experience of working on complex projects
* Working knowledge of the Benefits and Housing processes in Northern Ireland
* Experience of the advice sector
* Experience of using casework or similar software package.
* High proficiency using social media including producing video content and adding captions.
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| **Personal Qualities /** **Skills**  | * Good punctuality
* Excellent verbal communication skills in person and on the phone
* Flexible, innovative and enthusiastic approach to work duties
* Understanding of Alliance Party objectives
 | * Patience and compassion
* Time management
* Ability to multi-task
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| **Circumstances**  | * Able to work unsupervised and as lone worker in office when required
 | * May be required to travel to meetings/appeals
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Applicants must demonstrate clearly on their application form how they meet the criteria.