



Northern Ireland Assembly

Diana Armstrong MLA

Ulster Unionist Party Member of the Northern Ireland Assembly for Fermanagh and South Tyrone
Constituency

Constituency Manager

Report to:	Diana Armstrong MLA
Office Location:	Diana Armstrong MLA – Enniskillen / Belfast
Hours:	37.5 hours per week, Monday - Friday.
Holidays:	As per determination
Salary:	Grade 2

Closing Date – 21st October 2024 at 12noon

JOB DESCRIPTION

“To carry out the function of providing constituency services and support for Diana Armstrong MLA, Fermanagh and South Tyrone residents, businesses, communities and groups in the Fermanagh and South Tyrone Constituency and appropriate stakeholders”

- Management of constituency offices for Diana Armstrong MLA
- Oversight of case management by team
- Ensuring all casework is logged; monitoring progress and ensuring all identified actions are taken
- Contributing to strategic planning
- Developing and implementing office systems/procedures
- Updating/maintaining internet social networking media
- Responsibility for efficient data and file management to comply with Data Protection
- Ensuring enquiries are dealt with sensitively and confidentially
- Monitoring Assembly legislation and debates
- Maintaining up-to-date knowledge of relevant legislation
- Assisting MLA in preparing for visits, events, questions and motions
- Overall management of the Member’s diary commitments, delegating tasks to others as appropriate
- Dealing with complex queries and complaints on Members behalf, including drafting letters/emails.
- Gathering relevant information to resolve or progress cases
- Liaising with Government agencies, voluntary sector and others to resolve constituency matters
- Planning and organising events
- Building relationships with business, community and other groups in constituency
- Liaising with groups within the constituency and the general public on the Members behalf as necessary
- Responding to correspondence and enquiries from constituents, the media, lobbyists and pressure groups
- Attending surgeries, tribunals and meetings as appropriate
- Operation of IT & Software packages
- Ensuring that enquiries are dealt with sensitively and confidentially
- Responsibility for ensuring that office is fully equipped
- Other duties as required in support of the MLA carrying out their Assembly duties

PERSON SPECIFICATION

	Essential Criteria	Desirable Criteria
Professional / Technical Qualifications	<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • 7 GCSEs at Grade C or above including Maths and English Language • 3rd level qualification • ICT qualification • Customer Care qualification
Experience / Job Knowledge	<ul style="list-style-type: none"> • Minimum of two years' experience working in a paid capacity in management in an office environment • Experience of working with a range of stakeholders in order to achieve outcomes • Previous experience of working with the public • Ability to update and maintain a database • Experience of dealing with sensitive and confidential information (both verbal and written) in line with the Data Protection Act and GDPR • Competency in social media applications 	<ul style="list-style-type: none"> • Experience of managing an office • Experience of working with volunteers • Experience of managing a budget • Experience of working in a small team • Experience of working on complex projects • Experience of working in public awareness campaigns
Personal Qualities / Skills	<ul style="list-style-type: none"> • Good punctuality • Excellent verbal communication skills in person and on the phone • Flexible, innovative and enthusiastic approach to work duties • Understanding of Ulster Unionist Party objectives 	<ul style="list-style-type: none"> • Patience and compassion • Time management • Ability to multitask
Circumstances	<ul style="list-style-type: none"> • Able to work unsupervised and as lone worker in office when required 	<ul style="list-style-type: none"> • May be required to travel to meetings/appeals

Applicants must demonstrate clearly on their application form how they meet the criteria. All applicants will be required to provide copies of their qualifications at interview if shortlisted.