



Northern Ireland Assembly

Diana Armstrong MLA

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

Constituency Assistant

Report to:	Diana Armstrong MLA
Office Location:	Diana Armstrong MLA – Dungannon
Hours:	37 hours per week, Monday – Friday (Option for Job Share)
Holidays:	As per determination
Salary:	Grade 1

Closing Date – 22nd November 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”

- Assisting with Diana Armstrong MLA diary management
- Ordering and managing stationery stock/office equipment
- Contributing to strategic planning
- Developing and implementing office systems/procedures
- Responsibility for ensuring that office is fully equipped
- Responsibility for efficient data and file management to comply with Data Protection
- Managing and progressing portfolio of casework appropriately
- Ensuring enquiries are dealt with sensitively and confidentially
- Monitoring Assembly legislation and debates
- Operation of IT & Software packages
- Maintaining up-to-date knowledge of relevant legislation
- Planning and organising events
- Assisting MLA in preparing for visits, events, questions and motions
- Providing secretarial support for meetings as required
- Providing general admin support (typing, emails, phone calls, distributing mail, filing, photocopying, etc.)
- 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
- 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
- Identifying local community groups/key contacts
- Attending surgeries, tribunals and meetings as appropriate
- Ensuring all casework is logged; monitoring progress and ensuring all identified actions are taken
- Ensuring that enquiries are dealt with sensitively and confidentially
- Updating/maintaining internet social networking media
- Maintaining Office in a clean and tidy condition
- Other duties as required in support of the MLA carrying out their Assembly duties

Please note this is not an exclusive list of duties and responsibilities, you may be asked to complete other 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 • ICT qualification • Previous use of graphics software • Customer Care Experience
Experience / Job Knowledge	<ul style="list-style-type: none"> • Minimum of two years' experience working in a paid capacity in administration in an office environment • Experience of working with a range of stakeholders in order to achieve outcomes • Previous experience of working with the public • Effective note taking • 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 	<ul style="list-style-type: none"> • Experience of working in an office • Experience of working with volunteers • Experience of working in a small team • Experience of working on complex projects • Experience of working with Community and Voluntary Groups
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 • Ability to work from own initiative and see tasks through to conclusion • Understanding of Ulster Unionist Party objectives 	<ul style="list-style-type: none"> • Patience and compassion • Time management • Ability to multitask • Interpersonal Skills
Circumstances	<ul style="list-style-type: none"> • Able to work unsupervised and as lone worker in office when required • Ability to prioritise and complete allocated workload 	<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.