

Paul Frew MLA Constituency Assistant/Caseworker – Part-Time

JOB DESCRIPTIONS OF ASSEMBLY MEMBERS' SUPPORT STAFF

- Providing general admin support (typing, emails, phone calls, distributing mail, filing, photocopying, etc.)
- Assisting with MLA's diary management
- Assisting in preparing for visits, events, questions and motions
- Attending surgeries, tribunals and meetings as appropriate
- Preparing material for meetings/conferences
- Organising and providing secretarial support for meetings
- Writing minutes of meetings
- Updating/maintaining databases
- Managing and monitoring incoming calls and enquiries
- Gathering relevant information to resolve or progress cases
- Providing information/advice to constituents on range of issues
- Drafting letters/correspondence/ press releases/speeches
- Identifying local community groups/key contacts
- Ensuring enquiries are dealt with sensitively and confidentially
- Ensuring casework is logged; monitoring progress and ensuring all identified actions are taken
- Responding to correspondence and enquiries from constituents
- Dealing with complex queries and complaints on Member's behalf
- Liaising with Government agencies, voluntary sector and others to resolve constituency matters
- Developing knowledge in relevant legislation and policy
- Conducting research
- Retaining records and information confidentially and in line with the Data Protection Act
- Other duties as required in support of the MLA carrying out their Assembly duties