

**Constituency Caseworker
Office of Richard Burden MP**

Job Description

- Ensure all cases are logged, monitor progress and ensure all identified actions are taken.
- Ensure records are kept and information managed confidentially and in line with GDPR.
- Gather relevant information from residents and elsewhere to resolve or progress cases.
- Liaise with Government agencies, voluntary sector and others to resolve constituency matters.
- Manage and progress portfolio of casework appropriately.
- Analyse, evaluate and interpret data to ensure the MP is accurately informed on key issues and is aware of trends and provide briefings for the MP accordingly.
- Research local, regional or national issues to support Member's work.
- Respond to routine correspondence and enquiries from constituents via phone, email, post and in-person.
- Assist with arrangements for advice surgeries and home visits; appropriate diary management.
- Handling administrative arrangements for meetings with members of the public/MP surgeries.
- Manage and monitor incoming calls and enquiries, responding by telephone and email and passing on queries to other team members/MP as appropriate.
- Opening and dispatching mail, photocopying, filing, record-keeping and typing correspondence.
- Develop knowledge in specialist areas.
- Attend surgeries and meetings with residents as appropriate.

Person Specification

Essential attributes

- Good IT and word processing skills, including experience of Microsoft Office including MS Outlook and MS Word
- Ability to draft correspondence both in letter and email form.
- Aptitude for advice work and the ability to maintain client confidentiality.
- Ability to deal effectively with a wide range of people by telephone and in writing.
- Aptitude for administrative tasks, including manual and electronic databases.
- Good personal organisational and time management skills.
- Ability and confidence to work without close supervision.
- Willingness to work in a busy environment both in a small team and, on occasions, alone.
- Ability to work in a political or representative environment, including awareness of the role of a Labour MP.

Desirable attributes

- Experience of advice work.
- Experience of work in a political or representative environment.
- Experience in community action or community development.
- Understanding of the impact of deprivation in an urban or suburban environment.
- Understanding of the needs of communities living in an outer city urban area such as Northfield.
- Ability to drive/access to a car.