

Job Advert: Constituency Support Officer / Caseworker in the Office of Dr Philippa Whitford MP

Dr Philippa Whitford MP is looking to employ a part-time Constituency Support Officer / Caseworker based in her constituency office in Irvine. This is an exciting opportunity for an enthusiastic and highly capable individual to join Dr Whitford's constituency team to support her work as the Member of Parliament for Central Ayrshire.

The successful candidate must be able to demonstrate previous experience of dealing with casework and/or handling enquires from members of the public, have excellent administrative and organisational skills, and the ability to prioritise their workload.

Position: Constituency Support Officer / Caseworker
Hours: Part-time (22.5 hours)
Salary: In accordance with IPSA Pay Scales £16,478 - 24,472 (pro-rata), commensurate on experience. You will also benefit from a 10% employer's pension contribution.
Location: Irvine

Main duties include:

- Dealing with standard enquiries from members of the public
- Gathering relevant information to assist with resolving cases
- Drafting responses to constituents
- Attending surgeries and other meetings as appropriate
- Logging all enquiries; monitoring progress and ensuring all identified actions are taken
- Retain records and information confidentially and in line with the Data Protection Act
- Work with the Constituency Support Manager and colleagues to provide general administrative support and assistance on projects and events
- Work with the Communications Manager to provide communications support
- Any other duties required by the MP

Essential Skills and Experience:

- Strong interpersonal and communication skills
- The ability to prioritise work and meet tight deadlines
- The ability to work independently with minimal supervision, following instruction, in a solution focused manner
- Excellent administrative and organisational skills
- Excellent time management
- Attention to detail
- Experience of dealing with sensitive and confidential information
- Strong IT skills, in particular with MS Office and Data Entry
- An interest in current affairs and a good knowledge of local and national politics

Desirable Skills and Experience:

- Experience of working directly with the public
- Experience of working within government or other organisation which deals with matters relating to government policy
- Ability to interpret information gathered and provided from a variety of sources in order to provide clear and concise advice / responses
- Knowledge and understanding of Reserved policy areas, particularly welfare
- Knowledge of Central Ayrshire constituency
- Experience of event planning
- Experience of new and social media.

Applicants for the post should be aware that travel within the constituency and to Westminster may be required for attendance at meetings, training and events.

The successful candidate will be required to comply with the Baseline Personnel Security Standard, undertaken by the Members' Staff Verification Office (MSVO).

To apply, applicants should submit their CV together with a covering letter **demonstrating how their skills and experience correspond to the job description** to heather.knox@parliament.uk by Friday 30th June 2017. Interviews will be held shortly thereafter.

Please note that whilst we would aim to acknowledge all applications, this may not be possible depending on the volume received.