

Closing Date: 20th April 2018

Job Title: Caseworker (20 hours)

Working For: Darren Jones MP (Bristol North West)

Location: Bristol

Salary: In line with IPSA pay scales, hourly rate dependent on experience.

Darren Jones MP is seeking a part-time caseworker for his constituency office in Bristol North West. Although previous casework experience would be highly beneficial it is not essential. More important are strong organisational, time management and Microsoft Office skills and the flexibility to work in a busy office environment. Bristol North West is a varied constituency with areas of high deprivation alongside some of the most affluent areas of the city - this will be a demanding and rewarding role.

The successful candidate will join Darren's constituency team dealing with constituents, resolving problems on a wide range of issues including access to welfare benefits, housing and immigration. You will attend 50% of Darren's surgeries with the MP, taking notes and following up on agreed actions.

You will need to develop a good knowledge of the constituency and to be enthusiastic, confident and empathetic about helping local people – you will also need to understand the limits and remit of an MP and be able to communicate these sensitively to constituents.

The role may also require some flexibility on working pattern to help cover leave and very occasional evenings/Saturdays (by arrangement in advance).

Working pattern to be negotiated but the successful candidate **must be available to work at least 9.30-1.30pm on Fridays** to attend surgeries. Ideally working pattern to be split over Monday, Wednesday and Fridays.

Priority will be given to applicants from the constituency or surrounding areas.

Job Details

- Log all cases: monitor progress and ensure all actions are taken
- Gathering relevant information to assist with resolving enquiries
- Dealing with enquiries from constituents
- Draft responses to constituents
- Attending surgeries and other meetings as appropriate
- Analyse patterns of enquiries and produce reports
- Help to establish a social media and online presence to help publicise surgeries and other MP events
- Retain records and information confidentially and in line with the Data Protection (and forthcoming GDPR) Act

Skills and experience required

- Minimum qualifications: A-levels (grades A-C) or equivalent
- Excellent written and verbal communication skills
- Excellent organisational skills and the ability to work effectively as part of a small team
- Ability to prioritise workload and work to strict deadlines
- A sympathetic manner when dealing with people
- Confident and competent use of IT, including the latest Microsoft Office package, email and the internet
- Willing to work flexibly to help cover the office and core duties
- Experience of data input/case file management is desirable
- Local knowledge of the constituency is desirable
- Experience of working in administration or case work is desirable
- An interest in current affairs and politics and supportive of the values of the Labour Party

There will be a requirement to attend induction and occasional training and briefing days in London and Bristol. Travel will be paid.

Upon appointment, you will be required to comply with the Baseline Personnel Security Standard, undertaken by the Members' Staff Verification Office (MSVO). See [Members' Staff Verification Office \(MSVO\)](#) page for further info. MPs generally pay staff in accordance with [IPSA guidelines](#).

Closing Date: Midday on 20th April 2018

Interview/Start Dates

Shortlisted candidates will be invited to interview in Bristol North West on **Friday 27th April**. Successful candidates will be informed of their invite to interview on Monday 23rd or Tuesday 24th April.

Notice periods, holidays and other commitments will be honoured for the right candidate.

Application Details

All applicants should send their CV with a detailed covering letter setting out how they meet the requirements of the role (500 words max) to Darren Jones MP at darren.jones.mp@parliament.uk with the subject line "Caseworker application".

For more details, please contact Darren Jones MP or Sam Taylor, Office Manager via Darren.jones.mp@parliament.uk

Website: www.darren-jones.co.uk