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**Patrick Brown MLA**

*Alliance Party Member of the Northern Ireland Assembly for North Down Constituency*

**CONSTITUENCY OFFICER**

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| Report to:  | Patrick Brown MLA |
| Office Location:  | 4 days per week at constituency office in Downpatrick |
| Hours:  | 28 hours per week, Four days per week, Tuesday-Friday  |
| Holidays:  | As per determination |
| Salary:  | Grade 1, £12.83ph, £24,679 pro rata (£18,676pa) |
| Pension:  | A central Assembly-approved pension scheme is provided. If enrolled an amount equivalent to 10% of employees salary will be paid into the pension scheme. |
| Duration:  | 3 Month temporary term whilst the member remains an MLA or until legislation is introduced to change Constituency expense provision. No probation period.  |

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| Closing Date | Noon, Friday 31st March 2023 |
| Interview dates: | Tuesday 4th April |

# JOB DESCRIPTION

“A role with the opportunity to make a tangible difference in people’s lives through assisting with complex and meaningful casework as part of Patrick Brown MLA’s South Down constituency service”

Constituency

* To assist in the work of the Constituency Office by delivering effective casework as part of Patrick Brown MLA’s constituency services
* Support the running of Downpatrick constituency office including opening & closing, cleansing, utilities, rent, stocking and other relevant office management tasks
* Provide support and guidance to constituents in need and deal with enquiries sensitively and confidentially
* Receiving and processing constituency enquiries via office walk-ins, phone calls, letter and email
* Log casework, monitor progress and take appropriate action using project management software, ensuring all GDPR rules are adhered to
* Review key themes emerging from casework to identify issues to be progressed either with statutory agencies or by legislative action
* Liaise regularly with other staff members to ensure fair and equitable delegation of casework and related activities
* Liaise regularly with Policy, Communications and Research Manager to develop relevant stories for local press articles based on casework priorities, and assisting in their drafting where necessary
* Building relationships, liaising and meeting with business, community, local government and other key stakeholders in the constituency on behalf of the MLA
* Carrying out research tasks as and when required
* Proactively surverying residents, businesses and other key stakeholders to gather and process casework
* Scheduling, attending and note-taking during meetings
* Other duties as required in support of the MLA carrying out their constituency service.

**PERSON SPECIFICATION**

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|  | **Essential Criteria**  | **Desirable Criteria**  |
| **Professional / Technical Qualifications**  | * 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
 | * Recognised professional qualification in relevant field such as customer care
* Third level qualification in relevant field
* 7 GCSEs at Grade C or above including Maths and English Language
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| **Experience / Job Knowledge**  | * Minimum of one years’ experience working in a paid or unpaid capacity in administration in an office environment
* Minimum of one years’ experience in a paid or voluntary capacity in the community/voluntary sector
* Experience of working with a range of stakeholders in order to achieve outcomes
* Previous experience of working with the public
* Experience of dealing with sensitive and confidential information (both verbal and written) in line with the Data Protection Actand GDPR
 | * Experience of managing an office
* Campaigning experience; political or otherwise
* Experience of managing volunteers
* Experience of managing a budget
* Experience of working in a small team
* Experience of working on complex projects
* Working knowledge of the Benefits and Housing processes in Northern Ireland
* Working knowledge of the advice sector
* Working knowledge of the planning system
* Experience of preparing and submitting funding applications
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| **Personal Qualities /** **Skills**  | * Good punctuality
* Excellent verbal communication skills in person and on the phone
* Flexible, innovative and enthusiastic approach to work duties
* Understanding of Alliance Party objectives
* Commitment to local area and a desire to drive change
 | * Patience and compassion
* Time management
* Ability to multitask
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| **Circumstances**  | * Able to work unsupervised and as lone worker in office when required
 | * May be required to travel to meetings
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Applicants must demonstrate clearly on their application form how they meet the criteria.