CONSTITUENCY OFFICER (Part Time) – Person Specification

Paul Givan MLA is seeking to appoint an officer to provide quality administrative and a customer-focused advice service to ensure the effective and efficient operation of his Lagan Valley Constituency Office.

Supporting Constituents:

* Managing and monitoring incoming calls and enquiries;
* Providing information and advice to constituents on a wide range of issues, ensuring that all enquiries are dealt with sensitively and confidentially;
* Gathering relevant information to assist with progressing and resolving cases;
* Ensuring all casework is logged; monitoring progress and ensuring all identified actions are taken;
* Liaising with Government agencies, voluntary sector and others to resolve constituency matters;
* Responding to correspondence and enquiries from constituents; and,
* Attending surgeries, tribunals and meetings, as appropriate.

Administration:

* Developing and maintaining databases across a range of stakeholder groups;
* Retaining records and information confidentially and in line with GDPR;
* Providing general admin support (typing, emails, phone calls, distributing mail, filing, photocopying, etc.);
* Developing and implementing office systems and procedures;
* Ordering and managing stationery stock and office equipment in line with Assembly guidelines;
* Dealing with complex queries and complaints on the MLA's behalf, including drafting letters;
* Demonstrate good time management;
* Working as part of a team; and,
* Ability to work independently and demonstrate initiative.

Support for Assembly Matters:

* Organising and providing secretarial support for meetings
* Assisting in preparing for visits, events, questions and motions;
* Escalate tasks to others, as appropriate; and,
* Other duties as required in support of the MLA carrying out their Assembly duties.

Essential Criteria:

* Minimum of 3 months experience in a similar role
* Understanding of the role of an MLA and the functions of the NI Assembly and Government Departments

Desirable Criteria:

* Experience of working with or alongside a local community organisation to deliver on local initiatives.