**Part-time constituency caseworker for Michelle McIlveen MLA**

**Democratic Unionist Party**

**Thursday 10 July 2025 at 5:00pm**

Job Role: Information, Advice & Advocacy

Salary: £26 504.45 pro rata (Grade 1)

To assist in managing and addressing constituent enquiries and casework as well as liaising with residents and stakeholders on behalf of Michelle McIlveen MLA

**Part-time constituency caseworker for Michelle McIlveen MLA**

**Job description:**

* Responding to correspondence and enquiries from constituents and stakeholders
* Addressing queries and complaints on behalf of Michelle McIlveen MLA across and wide range of issues, including taking and making telephone calls as well as drafting emails and letters
* Liaising with Government departments and agencies, local councils, the voluntary and community sector and other to resolve constituency matters
* Attending meetings, conferences and training sessions as required
* Logging of all casework, the monitoring of progress and ensuring all identified actions are progressed
* Building relationships with constituents, businesses, community and other groups in the Strangford constituency
* Distribution of leaflets, surveys and other promotional material
* Other duties as required in support of the MLA carrying out their Assembly duties

**Essential criteria:**

* Third level degree or 3 years relevant experience
* A high standard of verbal and written communication skills
* A demonstrable knowledge of key issues in the Strangford constituency
* Good organisational skills and an ability to prioritise
* Good time management, the ability to work to tight deadlines and complete tasks to a high standard at short notice
* Experience at managing casework and office administration
* Good IT skills including Microsoft Office

**Desirable criteria:**

* One year's minimum experience in a public facing office environment
* Experience of working with vulnerable clients
* Ability to work independently as well as part of a small team
* Knowledge of the housing and welfare system in Northern Ireland
* Knowledge and experience of funding applications for groups and organisations
* Trained in General Data Protection Regulations

**Other information about the role:**

This post is subject to a 3 month probationary period.

For up to 35 hours per week (there is some flexibility on how many hours and when these are to be worked)

The successful candidate will be located at the Comber constituency office

The salary is £26 504.45 pro rata

Applications are to be made by CV with a covering letter to michelle.mcilveen@mla.niassembly.gov.uk

**Closing Date**

Thursday 10th July 2025 5:00pm

**Contact Details**

24 Castle Street
Comber
BT23 5DZ

michelle.mcilveen@mla.niassembly.gov.uk