

Job Title: Caseworker

Working For: Ashley Dalton MP (West Lancashire)

Location: Skelmersdale, Lancashire

Salary: In line with IPSA pay scales

Length of Contract: Permanent (subject to successful completion of probation period)

Key Responsibilities

Assist surgeries and other meetings and follow up as appropriate

Attend constituency meetings as appropriate

Critically analyse patterns of enquiries and articulate the findings in reports and communication with the MP and other staff members

Deal with large numbers of standard queries, as well as assisting on more complex cases from members of the public by phone, email, social media or face to face.

Ongoing communication may be required

Draft responses to constituents

Ensure records are kept and information managed confidentially in line with the data protection legislation

Ensure that each case is dealt with promptly, sensitively, confidentially and accurately in accordance with the MP

Gather relevant information to assist with resolving cases

Log all cases; monitor progress and ensure all identified actions are taken

Retain records and information confidentially and in line with the Data Protection Act

There may be a requirement for the role holder to work outside of the normal working hours and travel for work occasionally

Personal Specification

Essential

Excellent verbal and written communications skills

Experience of using case management or data management systems to record, update and retrieve information accurately.

Ability to work proactively, independently and as part of a team

Highly motivated with a strong attention to detail, an ability to prioritise tasks and manage own workload

Ability to deal with members of the public in a professional, compassionate and sensitive manner

Ability to work proactively and build relationships with a variety of stakeholders

Ability to work consistently to high professional standards including accuracy, honesty, quality.

Commitment to a positive learning culture of feedback and continuous improvement

Desirable

Awareness of current political issues at local and national level

Sympathetic to the aims and values of the Labour Party

Good knowledge of Ashley's work and the constituency

Full and clean UK driving licence