

Senior Constituency Caseworker
37.5 hrs per week – IPSA pay scale £19,000 - £28,653

Based in Luton Office of Kelvin Hopkins MP

Job Description:

- Manage and progress portfolio of casework, gathering relevant information to resolve or progress cases appropriately.
- Ensure all cases are logged, monitor progress and ensure all identified actions are taken.
- Ensure records are kept and information managed confidentially and in line with the Data Protection Act.
- Liaise with Government agencies, voluntary sector and others to resolve constituency matters.
- Attend surgeries and meetings as appropriate.
- Manage and monitor incoming calls and enquiries, responding by telephone and email and passing on queries to other team members/MP as appropriate.
- Respond to routine correspondence and enquiries from constituents.
- Opening and dispatching mail, photocopying, filing, record-keeping and typing correspondence.
- Liaise with external suppliers regarding office supplies when required.
- Have or develop knowledge in specialist areas, such as immigration.

Person Specification

Essential attributes:

- Good IT and word processing skills, including experience of Microsoft Office.
- Ability to draft correspondence.
- Aptitude for advice work and the ability to maintain client confidentiality.
- Ability to deal effectively with a wide range of people by telephone and in writing.
- Aptitude for administrative tasks, including manual and electronic databases.
- Good personal organisational and time management skills.
- Ability and confidence to work without close supervision.
- Willingness to work in a busy environment both in a small team and, on occasions, alone.
- Ability to work in a political or representative environment, including awareness of the role of a Labour MP.

Desirable attributes:

- Experience of advice work.
- Experience of work in a political or representative environment.
- Experience in community action or community development.
- Understanding of the impact of deprivation in an urban or suburban environment.
- Understanding of the needs of communities living in an urban area such as Luton North.