

Job Description

Senior Caseworker

The Office of:	Sadik Al-Hassan - North Somerset
Employee Name:	VACANT
Job title	Senior Caseworker
Salary band	£29727 - £47772
Location	Outside London

Key responsibilities

- Analyse, evaluate and interpret data to ensure the Member is accurately informed on key issues and is aware of trends
- Assist with surgeries and other meetings and follow up as appropriate
- Develop knowledge in specialist areas
- Engage professionally, confidentially with care and integrity with members of the public, through telephone enquiries, social media, emails and face to face
- 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 data protection legislation
- Ensure that all cases and decisions are properly documented, writing clear concise reports containing analysis, explanation of the findings and conclusions, and appropriate action plan, to include monitoring and communication procedures.
- Exercise a high level of autonomy in reaching decisions on cases based on the evidence
- Follow up on social media queries and comments
- Gather relevant information to resolve or progress cases
- Liaise and engage with external providers and suppliers as and when required
- Liaise with Government agencies, voluntary sector and others to resolve constituency matters
- Manage a large caseload of complex cases, working in a professional, confidential, caring and sensitive manner
- Manage and progress portfolio of casework appropriately
- Provide briefings for the MP
- Research local, regional or national issues to support MPs' work
- Respond professionally, sensitively, confidentially and with integrity to routine correspondence and enquiries by email, telephone, social media and face to face from constituents, the media, lobbyists and pressure groups
- Supervise other members of staff including coaching and mentoring
- Support the MP's office and objectives through highly effective communication and social media presence
- Take initial action on queries from members of the public, including responding on behalf of the MP as appropriate
- There may be requirement for the role holder to work outside of normal hours and travel for work occasionally

Additional responsibilities

Ensure constituent surgeries are effectively managed, booked and coordinated

Ensure Casework Standard Operating Procedures are maintained and followed

Be responsible for Casework overview, work allocation and reporting

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MP Signature:

MP Print:

Date:

Employee Signature:

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