



## Job Description

### Caseworker

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| <b>The Office of:</b> | Rebecca Smith MP - South West Devon      |
| <b>Employee Name:</b> | VACANT                                   |
| <b>Job title</b>      | Caseworker 15 Hours per week             |
| <b>Salary band</b>    | £22605 - £36744 (Pro/rata for part-time) |
| <b>Location</b>       | Outside London                           |

#### Key responsibilities

- Assist surgeries and other meetings and follow up as appropriate
- Attend constituency meetings as appropriate
- 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
- Follow up on social media queries and comments
- Gather relevant information to assist with resolving cases
- Log all cases; monitor progress and ensure all identified actions are taken
- There may be a requirement for the role holder to work outside of the normal working hours and travel for work occasionally

#### Additional responsibilities

General administrative tasks to support the running of the constituency office