

Job Description

Caseworker

The Office of: Sadik Al-Hassan - North Somerset

Employee Name: VACANT

Job title Caseworker

Salary band £23810 - £37846

Location Outside London

Key responsibilities

- Analyse patterns of enquiries and produce reports
- 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
- 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

Additional responsibilities

Take turns with other team members in drafting articles, press releases, surveys and other communications materials, meeting deadlines as appropriate

Follow office Standard Operating Procedures in carrying out duties

Deputise for the Senior Caseworker in their absence

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