

Job Title: Caseworker

Working For: Danny Kruger

Location: Constituency Office in Devizes

Salary: In line with IPSA pay scales, £28,000 FTE.

Working hours: Minimum three days a week, but can be flexible on three-days up to full-time.

Length of Contract: Fixed term

Job Details

Duties and responsibilities may include, but are not limited to:

- 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 communications may be required.
- Gather relevant information to assist with resolving cases
- Liaise with Government departments, executive agencies, local government and charities to respond to constituents' queries
- Draft responses to constituents and ensure that each case is dealt with promptly, sensitively, confidentially and accurately.
- Assist surgeries, public meetings and other visits, and follow up as appropriate.
- Attend constituency meetings where required.
- Log all cases, monitor progress and ensure all identified actions are taken.
- Ensure records are kept and information managed confidentially in line with data protection legislation
- There may be a requirement for the role holder to work outside of the normal working hours and travel for work occasionally
- Willingness to engage with the community where required

Key characteristics:

- Experience of working with members of the public
- Strong written and verbal communication skills
- Good organisational skills with excellent attention to detail, record keeping and appropriate confidentiality, in compliance with GDPR
- Strong IT skills especially with the Office 365 suite
- Basic comprehension of Politics
- Excellent communication and interpersonal skills
- Sympathetic to the aims and values of the Conservative Party

Upon appointment you will be required to comply with the Baseline Personnel Security Standard, undertaken by the Members' Staff Verification Office (MSVO). See [Members' Staff Verification Office \(MSVO\)](#) page for further info. MPs generally pay staff in accordance with [IPSA guidelines](#).

If you are interested please email rebecca.hudson@parliament.uk.