

CONSTITUENCY ASSISTANT (PART-TIME) – 22.2 HRS PER WEEK

Location: Glasgow regional office

Salary: £22,658 pro rata

Hours: 22.2 hours per week, or 3 days equivalent. Flexible working may be required at times and hours are negotiable. This appointment will be subject to a probationary period of six months.

Job purpose: *Patrick Harvie MSP is looking for a part-time Constituency Assistant to join his team, based out of his regional office in Glasgow. Working alongside the office team based in Edinburgh, the role will involve being a primary point of contact for constituents in Glasgow to assist with a wide range of issues.*

Duties & Responsibilities:

- Handling general public enquiries.
- Dealing with daily written, email and telephone enquiries from constituents and others.
- Maintaining and managing diary appointments and providing support for meetings.
- Taking action to document and resolve enquiries and keeping the MSP fully briefed.
- Handling casework and providing advice and support to constituents on a range of local issues including liaising with government agencies, the voluntary sector and others.
- Ensuring cases are dealt with in a sensitive and confidential manner in compliance with relevant regulations including the requirements of the Data Protection Act.
- Managing own caseload and reporting on the progress of casework.
- Attending advice surgery meetings and other meetings as appropriate.
- Undertaking other general tasks as required by the MSP and supporting the general daily work of the MSP's office where necessary.

Skills/experience

Essential:

- Patience, empathy and a genuine desire to help people with a wide variety of concerns, and confidence in handling difficult or challenging inquiries.
- Strong written, communication and analytical skills with attention to detail.
- Highly organised with the ability to manage and prioritise own caseload.
- A good telephone manner and ability to accurately record all information necessary to progress cases.
- A strong work ethic, reliability and a flexible approach as part of our small team.
- Ability to work independently and under pressure to tight deadlines.
- Awareness of central, devolved and local government structures.
- An understanding of Scottish politics and the political landscape in Glasgow.
- A commitment to supporting Patrick Harvie in pursuing his values and aspirations, and those of the Scottish Parliament.

Desirable:

- Experience handling casework or correspondence, or working in a customer service environment.
- Previous experience of working in a political or public affairs environment.
- Understanding of Green values and political aspirations.

Interview/Start Date:

Interviews to start immediately. Candidates will be sent a written task 48 hours to complete before their interview and be submitted on the day of the interview. The starting date will be agreed with the successful applicant.

Application details:

Applicants should send a CV and a one-page cover letter setting out their experience, why they want the role and why they should be considered to chloe.minish@parliament.scot by the closing date of Friday 30th March 2018 at 12 noon.