

Job Description

Caseworker

The Office of:	Paul Waugh - Rochdale
Employee Name:	
Job title	Caseworker
Salary band	£22,000 30 hours a week (0.8FTE £27,500 pro rata)
Location	Rochdale

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
- 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
- Manage and monitor social media enquiries, dealing with cases that do not need to be transferred to a higher level. Ensure all enquiries are dealt with in a timely manner
- 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

Act as a first responder for constituents contacting the MP's Office via letter, phone, drop in or online.

