

JOB FAMILIES	Administrative		Executive		Research	
LOCATION	LONDON	OUTSIDE LONDON	LONDON	OUTSIDE LONDON	LONDON	OUTSIDE LONDON
Pay Ranges	1	22,402 – 31,191	18,525 – 26,505	24,000 – 35,352	21,529 – 32,022	
	2	26,251 – 37,305	23,397 – 33,078	32,000 – 42,466	28,311 – 40,381	25,500 – 36,374 23,839 – 33,399
	3	33,759 – 48,844	30,000 – 46,008			36,575 – 52,067 32,811 – 45,884
Job Titles	1	Personal Assistant Executive Officer Administrative Officer Administration and Communications Officer	Caseworker Communications Officer Constituency Assistant Support Officer Constituency Support Officer Press Officer			
	2	Senior Executive Officer Senior Administrative Officer Administrative Manager Executive Assistant	Senior Caseworker Constituency Communications Manager Constituency Support Manager Senior Communications Officer Senior Casework Team Leader/Manager Senior Communications Advisor Senior Press Officer	Parliamentary Assistant Researcher Research Officer Policy Assistant		
	3	Office Manager Executive Office Manager Chief of staff		Senior Parliamentary Assistant Senior Researcher Research Manager Senior Policy Researcher		
Key Responsibilities (1)		Open, handle and action email, post and social media enquiries	Assist surgeries and other meetings and follow up as appropriate			
		Diary management	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			
		Assist with arrangements for events; this may include: venue research and bookings; compiling and managing guest-lists; liaising with suppliers; and providing on-the-day event support as required	Gather relevant information to assist with resolving cases			

Respond to enquiries by telephone, e mail and social media, passing on queries to another team members/MP as appropriate	Log all cases; monitor progress and ensure all identified actions are taken	
Provide administrative support in relation to MP's expenses scheme via IPSA Online	Ensure records are kept and information managed confidentially in line with the data protection legislation	
Handle administrative arrangements for meetings with members of the public/MP surgeries	Draft responses to constituents	
Photocopying, filing, record-keeping and typing correspondence	Critically analyse patterns of enquiries and articulate the findings in reports and communication with the MP and other staff members	
Liaise with suppliers when required regarding office supplies and security	Establish, monitor and update a social media and online presence in the constituency. Produce online graphics and video content, as well as publicising surgeries and news alerts etc.	
Engage professionally, confidentially and with care and integrity with members of the public, through a variety of methods	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	
Exposure to complex cases	There may be a requirement for the role holder to work outside of the normal working hours and travel for work occasionally	
Assist in the writing of speeches	Ensure that each case is dealt with promptly, sensitively, confidentially and accurately in accordance with the MP	
Assist in the compilation of briefing packs	Produce press releases, liaise with the media, meeting deadlines as appropriate	
Assist in the updating of social media on request	Monitor media coverage, liaise with media, prepare press releases as required (on constituency, non-party-political matters)	

	Efficient data and file management to ensure the office complies with the data protection legislation		
	Minute taking		
	Database management using office software (e.g. Microsoft Office) to handle administrative cases		
Key Responsibilities (2)	Manage and monitor incoming calls, face to face enquiries, emails and social media enquiries, dealing with cases that do not need to be transferred to a caseworker. Ensure all enquiries are dealt with in a timely manner	Assist with surgeries and other meetings and follow up as appropriate	Undertake research on relevant subjects as directed
	Efficient data and file management to ensure the office complies with the data protection legislation	Liaise with Government agencies, voluntary sector and others to resolve constituency matters	Analyse, evaluate and interpret data to ensure the MP is accurately informed on key issues
	Deal with complex queries and complaints on the MPs' behalf, including drafting and signing letters, responding to social media and email enquiries, as well as managing face to face queries and complaints	Take initial action on queries from members of the public, including responding on behalf of the MP as appropriate	Develop and maintain current knowledge on relevant areas of parliamentary business including Motions, legislation, Hansard, debates etc. To include Brexit and local planning outcomes
	Manage the MPs' diary commitments with overall control of constituency commitments	Gather relevant information to resolve or progress cases	Monitor local, regional and national media coverage and brief the MP on relevant issues
	Ensure enquiries are dealt with sensitively and confidentially	Develop knowledge in specialist areas	To advise and ensure the MP is fully briefed on potential questions and motions to be put to the House
	Have a working knowledge of relevant legislation and parliamentary business and understand how these policies may impact on local constituents	Ensure that all cases and decisions are properly documented, writing clear concise reports containing analysis of the evidence, explanation of the	Give advice on policy issues

	findings and conclusions, and a robust and appropriate action plan, to include ongoing monitoring and communication procedures where required	
Supervise staff as required	Ensure records are kept and information managed confidentially and in line with data protection legislation	Supervise staff members where appropriate
Manage budgets as required	Provide briefings for the MP	Project work
Provide executive support to the MP and interest groups as required	Monitor media coverage, liaise with media, prepare press releases as required (on constituency, non-party political matters)	Progress casework as required
Assist in writing external communications including speeches	Supervise other members of staff including coaching and mentoring	Project management
Compilation of briefing packs	Respond professionally, sensitively, confidentially and with integrity to routine correspondence and enquiries by email, telephone, social media and face to face from constituents, the media, lobbyists and pressure groups	Respond to routine correspondence and enquiries
Update social media and online presence content where required	Manage and progress portfolio of casework appropriately	Prepare and present briefing notes for committees, press releases, parliamentary questions etc.
Provide administrative management in relation to MP's expenses scheme via IPSA Online	Manage a large caseload of complex cases, working in a professional, confidential, caring and sensitive manner	Provide generalist admin support
Minute taking	Manage projects	Diary management
Database management and using office software (e.g. Microsoft Office) to handle administrative cases	Analyse, evaluate and interpret data to ensure the MP is accurately informed on key issues and is aware of trends	Assist with casework as required
Engage professionally, confidentially and with care and integrity with members of the public, through a variety of methods	Manage the MP's website contents	Monitor social media activity and report any relevant trends to the Office Manager/MP

Maintain positive on-going relationships with members of the public, organisations in Westminster and constituents	Publicise the MP's parliamentary duties on Social Media	Engage confidentially, professionally, with care and integrity with members of the public, through telephone enquiries, social media, email and face to face
Exposure and management of complex cases	Establish a social media presence in the constituency and publicise surgeries etc.	Have working knowledge of relevant legislation and upcoming business including how they impact on the constituency
Resource and project management responsibilities	Follow up on social media queries and comments	Assist in writing external communications including speeches for the MP
There may be a requirement for the role holder to work outside of the normal working hours and travel for work occasionally	Prepare media briefings	Compilation of briefing packs for MPs, take notes of meetings and draft appropriate submissions
	Proactive and re-active communications with all media	Attend and participate in meetings as appropriate
	Research local, regional or national issues to support MP's work	Efficient data and file management to ensure the office complies with the data protection legislation
	Exercise a high level of autonomy in reaching decisions on cases based on the evidence	Maintain positive on-going relationships with all parties including members of the public, groups, suppliers and Westminster where required
	Engage professionally, confidentially with care and integrity with members of the public, through telephone enquiries, social media, emails and face to face	Exposure and management of complex cases
	Responsible for the management and development of the external communication presence of the MP office	Work with colleagues in communications/casework to identify potential impacts from the research work and disseminate them effectively
	Establish and develop appropriate strategies around social media and online presence in the constituency. Produce online graphics and video content, as well as publicising surgeries and news alerts	There may be a requirement for the role holder to work outside of normal working hours and travel for work occasionally

		Ensure online presence is meeting the demands of the constituents, the locality and the MP	Help draft amendments for reports and prepare briefing material
		Oversee the monitoring and updating of online platforms including the website and social media	
		Liaise and engage with external providers and suppliers as and when required	
		Support the MP's office and objectives through highly effective communication and social media presence	
		Design and develop engaging, targeted content and messages across a range of channels	
		There may be requirement for the role holder to work outside of normal hours and travel for work occasionally	
		Evaluate the impact of external communications activity	
Key Responsibilities (3)	Responsibility for managing all aspects of the budget, keeping the MP informed of all relevant financial matters and liaising with IPSA on office finance		Undertake research on relevant subjects as directed
	Lead and maintain a highly professional administrative support function for the MP's office		Analyse, evaluate and interpret data to ensure the MP is accurately informed on key issues
	Manage the office team, ensuring accurate personnel records are kept and notifying IPSA of contractual changes as necessary		Prepare and present results for the purposes of briefing notes for committees, parliamentary questions, articles and press releases
	Provide high quality, efficient and effective support to the MP and interest groups as required		Respond to routine correspondence and enquiries from constituents, the media, lobbyists and pressure groups
	Ensure the office is fully equipped		Research and monitor local, regional and national media coverage online and through social media

		and brief the MP on relevant issues
Overall management of the MP's diary commitments, delegating tasks to others as appropriate		To advise and ensure the MP is fully briefed on potential questions and motions to be put to the House
Liaise with groups/personnel including at Westminster, within the constituency and the general public on the MP's behalf as necessary		Diary management
Have final signoff on all relevant delegated areas from the MP, for example constituent correspondence		Progress casework as required
There may be requirement for the role holder to work outside of the normal working hours, including attending events with the MP as required		Research local, regional or national issues to support the MPs' work
Collate all required information from team members to present to the MP		Deal with complex queries and complaints on MP's behalf, including drafting and signing letters
Conduct parliamentary research as required		Undertake supervisory responsibility as required
Take ownership of certain casework as required		Lead on project work as required
Exposure and management of complex cases		Manage the office team, ensuring accurate personnel records are kept and notifying IPSA of contractual changes as necessary
Horizon-scanning, anticipate what advice or action may be required; proactively identify problems and resolve them		Have final signoff on all relevant delegated areas from the MP, for example constituent correspondence
Plan the MPs internal communications and external stakeholder engagement and provide strategic advice on constituent matters on		There may be a requirement for the role holder to work outside of normal working hours, including assisting with events with the MP as requested

behalf of the MP where appropriate		
Support and manage the recruitment of staff for the MP's office		Take ownership of certain casework as required
Identify training opportunities and ensure the office team maintain and develop knowledge of relevant legislation where appropriate		Manage and progress complex cases
Deal with security matters, keep abreast of security guidance, maintain the security system, liaise with external bodies as appropriate		Horizon-scanning, anticipate what advice or action may be required; proactively identify problems and resolve them
		Maintain and utilise knowledge of relevant legislation, including impact on the local constituency
		Establish and develop appropriate strategies around research development
		To produce and present high-quality written reports, briefing notes, and professional advice
		Deal with security matters, keep abreast of security guidance, maintain the security system, liaise with external bodies as appropriate