

M POUND

### **GENERAL JOB DESCRIPTION**

**Job Title:** To support Secretary/Caseworker for the Member of Parliament for Ealing North

#### **Main Duties:**

- Responding to written and telephone casework. Investigate issues raised in casework correspondence and follow up cases
- To ensure an efficient turnover of correspondence
- Liaise with Local Authority and agencies in Ealing in relation to constituency casework.
- Maintain an up-to-date paper/computer filing system
- Ensure that telephone messages are passed on efficiently

#### **Essential Skills:**

- Computer Literacy – knowledge of Microsoft desirable.
- Good typing skills
- Letter writing skills
- Polite telephone manner
- Good interpersonal skills