

JOB FAMILIES	Administrative		Executive		Research	
LOCATION	LONDON	OUTSIDE LONDON	LONDON	OUTSIDE LONDON	LONDON	OUTSIDE LONDON
PAY RANGES	1	19,013 – 26,250	16,478 – 24,472	21,960 – 31,500	19,641 – 27,876	
	2	24,238 – 33,822	21,951 – 30,328	27,324 – 37,184	23,938 – 35,465	23,750 – 34,442 20,420 – 31,311
	3	30,324 – 43,698	27,815 – 39,915			33,000 – 48,913 30,290 – 43,105
JOB TITLES	1	Secretary Personal Assistant Executive Officer Administrative Officer	Caseworker Communications Officer Constituency Assistant Support Officer Constituency Support Officer			
	2	Senior Secretary Senior Executive Officer Senior Administrative Officer Administrative Manager	Senior Caseworker Constituency Communications Manager Constituency Support Manager Senior Communications Officer	Parliamentary Assistant Researcher Research Officer		
	3	Principal Secretary Office Manager Executive Office Manager Chief of staff		Senior Parliamentary Assistant Senior Researcher Research Manager		
KEY RESPONSIBILITIES	1	Opening and dispatching mail	Attending surgeries and other meetings as appropriate			
		Diary management	Dealing with standard queries from members of the public			
		Assisting with arrangements for events (non-political)	Gathering relevant information to assist with resolving cases			
		Responding to enquiries by telephone and e mail, passing on queries to other team members/MP as appropriate	Log all cases; monitor progress and ensure all identified actions are taken			
		Providing administrative support in relation to MP's expenses scheme	Retain records and information confidentially and in line with the Data Protection Act			
		Handling administrative arrangements for meetings with members of the public/MP surgeries	Draft responses to constituents			
		Photocopying, filing, record-keeping and typing correspondence	Analyse patterns of enquiries and produce reports			
		Liaise with external suppliers when required regarding office supplies	Establish a social media presence in the constituency and publicise surgeries etc.			
		Follow up on social media queries and comments				
	2	Manage and monitor incoming calls and enquiries	Attend surgeries, tribunals and meetings as appropriate	Undertake research, usually from readily available sources, on straightforward subjects		
		Efficient data and file management to comply with Data Protection Act	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	Take initial action on queries from members of the public, including responding on behalf of the MP as appropriate	Develop and maintain current knowledge of bills, Early Day Motions, legislation, Hansard, debates, etc		
		Manage the MPs' diary commitments with overall control of constituency commitments	Gather relevant information to resolve or progress cases	Monitor media coverage and brief the MP on relevant issues		
		Ensure enquiries are dealt with sensitively and confidentially	Develop knowledge in specialist areas	Ensure the MP is fully briefed on potential questions and motions to be put to the house		
		Maintain up-to-date knowledge of relevant legislation	Ensure all cases are logged; monitor progress and ensure all identified actions are taken	Give advice on policy issues		
		Supervise staff as required	Ensure records are kept and information managed confidentially and in line with the Data Protection Act	Supervise Staff members where appropriate		
		Manage budgets as required	Provide briefings for the MP	Project work		
Provide secretarial support to special 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			

		Supervise other members of staff	Project Management
		Respond to routine correspondence and enquiries from constituents, the media, lobbyists and pressure groups	Respond to routine correspondence and enquires
		Manage and progress portfolio of casework appropriately	Prepare and present briefing notes for committees, press releases, parliamentary questions etc.
		Research local, regional or national issues to support the MPs' work	Provide generalist admin support
		Manage projects	Diary Management
		Analyse, evaluate and interpret data to ensure the MP is accurately informed on key issues and is aware of trends	
		Manage the MP's website contents	
		Publicise the Member's parliamentary duties on Social Media	
		Establish a social media presence in the constituency and publicise surgeries etc.	
		Follow up on social media queries and comments	
		Prepare media briefings	
		Proactive and re-active communications with all media	
		Research local, regional or national issues to support Member's work	
3	Responsibility for managing all aspects of the budget, keeping the Member informed of all relevant financial matters		Undertake research on complex and/or difficult subjects
	Ensure a range of efficient secretarial and administrative support		Analyse, evaluate and interpret data to ensure the Member 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
	Manage secretarial support to special interest groups as required		Respond to routine correspondence and enquiries from constituents, the media, lobbyists and pressure groups
	Ensure the office is fully equipped		Monitor media coverage and brief the MP accordingly
	Overall management of the Member's diary commitments, delegating tasks to others as appropriate		Advise the MP on policy issues
	Liaise with groups/personnel at Westminster, within the constituency and the general public on the Member's behalf as necessary		Ownership of Diary Management
			Progress casework as required
			Research local, regional or national issues to support the MPs' work
			Deal with complex queries and complaints on MP's behalf, including drafting and signing letters
			Undertake supervisory responsibility as required
			Lead on project work as required
			Manage the office team, ensuring accurate personnel records are kept and notifying IPSA of contractual changes as necessary