

JOB FAMILIES	Administrative		Executive		Research	
LOCATION	LONDON	OUTSIDE LONDON	LONDON	OUTSIDE LONDON	LONDON	OUTSIDE LONDON
Pay ranges	1	£24,468 – £35,790	£22,318 – £30,415	£25,200 – £40,565	£22,605 – £36,744	
	2	£27,564 – £42,807	£25,795 – £37,956	£34,766 – £48,774	£29,727 – £46,381	£26,775 – £41,739
	3	£35,447 – £56,047	£31,967 – £52,793			£38,404 – £59,803
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		Manage large numbers of standard queries, assist 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 – including venue research and bookings, compiling, and managing guestlists, liaising with suppliers, and providing on-the-day event support.		Gather relevant information to assist with resolving cases.			

Respond to enquiries by telephone, email, 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 MP's 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 findings and conclusions, and a robust and appropriate action plan, to include ongoing monitoring and communication procedures where required.	Give advice on policy issues.
	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 enquires.
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 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 MP's work.
Collate all required information from team members to present to 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 sign-off 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 behalf of the MP where appropriate.		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.
Support and manage the recruitment of staff for the MP's office		Take ownership of certain casework as required.
Identify training opportunities and ensure office teams 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.