

JOB FAMILIES	Administrative		Executive		Research	
LOCATION	LONDON	OUTSIDE LONDON	LONDON	OUTSIDE LONDON	LONDON	OUTSIDE LONDON
PAY RANGES	1	20,572.50 – 27,124	17,550 – 25,287	21,960 – 32,548	19,641 – 28,804	
	2	24,238 – 34,947	21,951 – 31,337	27,324 – 38,421	23,938 – 36,645	23,750 – 35,308
	3	30,324 – 45,152	27,815 – 41,242			33,000 – 50,540
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