**Job description**

Office of Jeremy Wright MP - Kenilworth and Southam

**Job Title: Caseworker**

Salary: £22,000 - £24,000 (FTE, pro-rata)

Key responsibilities:

* Ensure that each case is dealt with promptly, sensitively, confidentially and accurately in accordance with the MP.
* Deal with large numbers of standard queries, as well as assisting on more complex cases from members of the public by phone, email or face to face.
* Assist with MP surgeries and other meetings and follow up as appropriate.
* Log all cases; monitor progress and ensure all identified actions are taken.
* Gather relevant information to assist with resolving cases.
* Draft responses to constituents
* General administrative support.
* Assistance with project work as required.
* Ensure records are kept and information managed confidentially in line with the data protection legislation.
* There may be a requirement for the role holder to work outside of the normal working hours and travel for work occasionally.