**CONSTITUENCY OFFICER (Part Time for 16 hours)**

Paul Givan MLA is seeking to appoint an experienced officer to provide quality administrative and a customer-focused advice service to ensure the effective and efficient operation of his Lagan Valley Constituency Office.

The successful applicant will be expected to be involved in:

*Supporting Constituents:*

* Managing and monitoring incoming calls and enquiries;
* Providing information and advice to constituents on a wide range of issues, ensuring that all enquiries are dealt with sensitively and confidentially;
* Gathering relevant information to assist with progressing and resolving cases;
* Ensuring all casework is logged; monitoring progress and ensuring all identified actions are taken;
* Liaising with Government agencies, voluntary sector and others to resolve constituency matters;
* Responding to correspondence and enquiries from constituents; and,
* Attending surgeries, tribunals and meetings, as appropriate.

*Administration:*

* Developing and maintaining databases across a range of stakeholder groups;
* Retaining records and information confidentially and in line with GDPR;
* Providing general admin support (typing, emails, phone calls, distributing mail, filing, photocopying, etc.);
* Developing and implementing office systems and procedures;
* Ordering and managing stationery stock and office equipment in line with Assembly guidelines;
* Dealing with complex queries and complaints on the MLA's behalf, including drafting letters;
* Demonstrate good time management;
* Working as part of a team; and,
* Ability to work independently and demonstrate initiative.

*Support for Assembly Matters:*

* Organising and providing secretarial support for meetings
* Assisting in preparing for visits, events, questions and motions;
* Escalate tasks to others, as appropriate; and,
* Other duties as required in support of the MLA carrying out their Assembly duties.

**Essential Criteria:**

* Minimum of 3 months experience in a similar role
* Understanding of the role of an MLA and the functions of the NI Assembly and Government Departments

**Desirable Criteria:**

* Experience of working with or alongside a local community organisation to on local initiatives.

Job Information:

Permanent

Part-time

16 hours per week – 2.5 days per week with days being negotiable

£15020 per annum

Contact Information:

*Paul Givan MLA*

*15 Bachelors Walk*

*Lisburn*

*BT28 1XJ*

Closing Date:

**11.59am** on **Thursday 17th April 2025**