

Person Specification – Constituency Assistant (0.64FTE)

Criteria	Essential	Desirable
Experience	<ul style="list-style-type: none"> • Proven experience in an administrative, office support, or customer-facing role • Strong organisational skills, with the ability to manage multiple tasks and priorities effectively • Experience of diary and/or inbox management in a busy environment • Excellent written and verbal communication skills • Strong IT skills, including Microsoft Office (Outlook, Word, Excel) and database systems • Experience of handling sensitive or confidential information appropriately • Ability to maintain accurate records and manage data in line with GDPR principles 	<ul style="list-style-type: none"> • Experience working in a political, public sector or third sector environment • Experience organising meetings, events or public-facing activities (e.g. surgeries or community engagement) • Experience using CRM or casework/database systems
Knowledge	<ul style="list-style-type: none"> • Understanding of the importance of confidentiality, data protection and information security, including the practical application of GDPR principles in handling personal data • Awareness of the need for professionalism, impartiality and sensitivity when dealing with constituent enquiries, including potentially complex or emotional situations • Understanding of general office systems and administrative processes, including record-keeping, document management and correspondence handling • Awareness of effective customer service principles and how they apply in a public-facing role • Understanding of how to prioritise and manage workload effectively in a busy office environment 	<ul style="list-style-type: none"> • Understanding of the role of a Member of Parliament and how a constituency office operates, including the distinction between constituency and parliamentary work • Knowledge of common types of constituency enquiries and how they are typically handled or escalated • Awareness of local issues, organisations and stakeholders in Great Grimsby and Cleethorpes • Familiarity with casework management systems, CRM databases or digital office tools used for managing correspondence • Basic understanding of how public services (e.g. local authorities, NHS, DWP) operate, and how they interact with constituency casework

		<ul style="list-style-type: none"> • Awareness of political and community engagement activity, including surgeries, meetings and local events
Skills and Aptitudes	<ul style="list-style-type: none"> • Excellent organisational skills with the ability to prioritise and manage multiple tasks effectively • Strong written and verbal communication skills, including the ability to draft clear and accurate correspondence • Strong IT skills, including Microsoft Office (Outlook, Word, Excel) • Ability to manage a high volume of enquiries efficiently and respond in a timely manner • High level of attention to detail and accuracy • Ability to work independently and use initiative, as well as collaboratively as part of a team • Strong administrative skills, including document preparation, record-keeping and coordination 	<ul style="list-style-type: none"> • Experience supporting senior staff with diary coordination and scheduling • Experience preparing materials for mailouts, briefings or communications • Ability to identify and implement improvements to administrative processes
Personal attributes	<ul style="list-style-type: none"> • Highly organised, proactive and reliable • Calm, professional and confident when dealing with members of the public, including in sensitive situations • Trustworthy and discreet, with a strong commitment to confidentiality • Flexible and adaptable, able to respond to changing priorities in a fast-paced environment • Strong interpersonal skills, with the ability to build working relationships • Positive, team-oriented approach • Commitment to delivering a high standard of service to constituents 	<ul style="list-style-type: none"> • Interest in politics and public service • Commitment to continuous improvement and learning • Awareness of community engagement and local stakeholder relationships
Additional Requirements	<ul style="list-style-type: none"> • Available to travel outside of the constituency as required • Proactive and with a willingness and ability to be flexible • Out of normal working hours and weekend working may be required • Commitment to maintaining confidentiality and high ethical standards 	<ul style="list-style-type: none"> • A full UK driving license and access to a car • Strong interest in politics and current affairs • A commitment to Labour values