

STEPHEN MORGAN MP



HOUSE OF COMMONS
LONDON SW1A 0AA

Job title	Intern Caseworker
Working for	Stephen Morgan MP
Location	Constituency Office at 72 Albert Road PO5 2SL and occasionally at the House of Commons, Westminster
Salary	Fixed-term contract - Salary £18,135 pro rata for the length of the contract
Hours	37.5 hours per week Monday to Friday and occasional weekend and evening working

Job details

This is a new post in response to the coronavirus pandemic in recognition in the increased volume of correspondence received by Stephen Morgan MP.

The Caseworker will provide advice and support to Stephen's constituents on a range of issues, including housing, welfare and immigration. The postholder will help to resolve problems through communication with government agencies, local authorities, the voluntary sector and other organisations.

Key responsibilities

- Deal with queries from constituents by phone, or in person, and provide information, advice and support on a wide range of issues.
- On behalf of Stephen Morgan MP, responding to constituents on casework issues raised, undertaking research thoroughly and accurately, and drafting correspondence, which reflects the Member's views.
- Log all cases; monitor progress and ensure all identified actions are taken.

Member of Parliament for Portsmouth South

020 7219 3906 | stephen.morgan.mp@parliament.uk | [@StephenMorganMP](https://www.instagram.com/StephenMorganMP)

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- Retain records and information confidentially and in line with the Data Protection Act.
- Support projects and community engagement activities which arise from casework.
- General administration duties as needed.

Skills required

- Previous casework experience and knowledge of immigration, housing and welfare casework is desirable but not essential
- Ability to work well under pressure
- Ability to manage expectations of constituents in sometimes challenging circumstances
- Excellent interpersonal and written communication skills
- Good IT skills including using a casework system and MS Office Applications
- Ability to draft letters and emails to a high professional standard
- Ability to develop knowledge in specialist areas and be willing to undertake training
- Motivated to work independently as well as the ability to work effectively as part of a small team

Upon appointment you will be required to comply with the Baseline Personnel Security Standard, undertaken by the Members' Staff Verification Office (MSVO). See [Members' Staff Verification Office \(MSVO\)](#) for further information.

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