

STEPHEN MORGAN MP



HOUSE OF COMMONS
LONDON SW1A 0AA

Job title	Constituency Caseworker
Working for	Stephen Morgan MP
Location	Constituency Office, 72 Albert Road Portsmouth and occasionally at the House of Commons, Westminster
Salary	Salary £21,529-£32,022
Hours	37.5 hours per week Monday to Friday and occasional weekend and evening working

Job details

The Caseworker will provide advice and support to Stephen's constituents on a range of issues, including housing, welfare and immigration. The Caseworker 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 the Member, responding to constituents on casework issues raised, undertaking research thoroughly and accurately, and drafting correspondence, which reflects the Member's views
- Attend Stephen's advice centres and other meetings relating to constituents' queries and casework
- Maintain up-to-date knowledge of relevant guidelines/legislation as appropriate in dealing with casework and policy enquiries

Member of Parliament for Portsmouth South

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

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- Log all cases; monitor progress and ensure all identified actions are taken
- Retain records and information confidentially and in line with the Data Protection Act.

Skills required

- Previous casework experience and knowledge of immigration, housing and welfare casework is desirable
- Ability to deal with and prioritise a large and varied caseload, and 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.

Website

www.stephenmorgan.org.uk @StephenMorganMP

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