STEPHEN MORGAN MP

HOUSE OF COMMONS
LONDON SW1A 0AA

Job title	Caseworker
Working for	Stephen Morgan MP
Location	Constituency Office at 72 Albert Road, Southsea (and occasionally at the House of Commons)
Starting Salary	£25,000
Hours	Full-time. Occasional evening or weekend work may be required
Contract Length	Permanent

Job details

The Caseworker will provide advice and support to Stephen's constituents on a range of issues, including housing, welfare and immigration.

Caseworkers play a vital role in an MP's office, helping ensure that constituents' concerns are heard, understood, and acted upon.

Key responsibilities

- Assist with advice centres and other meetings and follow up as appropriate
- Deal with large numbers of standard queries, as well as assisting on more complex cases from members of the public by phone, email, social media or face to face.
- Draft responses to constituents
- Ensure records are kept and information managed confidentially in line with the data protection legislation
- Ensure that each case is dealt with promptly, sensitively, confidentially and accurately in accordance with the MP
- Gather relevant information to assist with resolving cases
- Log all cases; monitor progress and ensure all identified actions are taken

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- Maintain up-to-date knowledge of relevant guidelines/legislation as appropriate in dealing with casework and policy enquiries
- Retain records and information confidentially and in line with the Data Protection Act

Skills required

We are looking for a candidate who works well in a small, committed team performing a range of tasks in support of the MP's delivery of his constituency work.

- 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

Further details
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) page for further info.

Upon employment you will be automatically entered into the non-contributory House of Commons Staff Pension Schemes

Closing Date: Friday 27 June 2025

Member of Parliament for Portsmouth South
020 7219 3906 | stephen.morgan.mp@parliament.uk |@StephenMorganMP

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Interview/Start Dates
We are planning to hold interviews on the w/c 7 July. Start date ideally as soon as possible.

Application Details
Stephen is committed to increasing diversity and maintaining an inclusive workplace culture. We encourage applications from underrepresented groups. If you require any reasonable adjustments, please get in touch.

To apply, please send your CV and a covering letter (1 side of A4 max) outlining why you believe you are suitable for the role to stephen.morgan.mp@parliament.uk
Stating your name and 'Caseworker' in the subject line.

A high level of interest is expected and whilst we hope to acknowledge all applications, successful or otherwise, this cannot be guaranteed.

Website
www.stephenmorgan.org.uk