Constituency Assistant

Person Specification

We're looking for a caring, organised and reliable individual who enjoys helping people and can contribute to the smooth running of a busy constituency office.

The successful candidate will have strong interpersonal and administrative skills, a patient and approachable manner, and the ability to handle enquiries and sensitive information with professionalism and discretion.

They will be comfortable taking responsibility for their work, collaborating with colleagues and learning new skills as their experience develops.

Essential Criteria

Communication and Constituent Support

- Excellent interpersonal and communication skills, with the ability to speak and write clearly, professionally and sensitively.
- A caring, patient and approachable manner, with a genuine desire to help people and make a positive contribution to the communities of Warrington South.
- Strong listening skills, including the ability to give people time to explain their circumstances and understand their concerns.
- Confidence communicating with people from a wide range of backgrounds, including those experiencing distress, frustration or difficult personal circumstances.
- Ability to draft clear, accurate and appropriate written correspondence, including emails and letters.
- Ability to handle enquiries professionally.

Organisation and Administrative Skills

- Strong organisational skills, with the ability to manage different tasks, balance priorities and work to deadlines.
- Good attention to detail and the ability to maintain accurate records and information.
- Confidence using computers and everyday office software, with the ability to learn new systems.
- Ability to organise appointments, coordinate arrangements and follow up outstanding tasks.
- A dependable and methodical approach to work, ensuring tasks are completed accurately and on time.
- Good problem-solving skills, with the ability to gather information, identify practical next steps and use initiative.

Judgement and Personal Attributes

- A genuine commitment to helping constituents and treating everyone with dignity, fairness and respect.
- Professionalism, discretion and an understanding of the importance of confidentiality.
- Sound judgement, including an awareness of the potential consequences of decisions, actions and communications.
- Ability to remain calm, patient and professional when dealing with challenging or sensitive situations.
- A positive and flexible approach, with the willingness to support colleagues and adapt to changing priorities.
- Ability to work independently while recognising when to seek guidance or assistance.
- A willingness to learn, accept feedback and develop new skills and responsibilities.
- Ability to work collaboratively and contribute positively as part of a small team.
- Sympathy and understanding for the aims and values of the Labour Party.
- Ability to travel across Warrington and occasionally to Westminster as required.

Desirable Criteria

- Previous experience in an administrative, office support, customer service or other public-facing role.
- Experience dealing with enquiries by telephone, email, post or face-to-face.
- Experience supporting people with sensitive, personal or challenging enquiries.
- Experience preparing correspondence, maintaining records, managing appointments or organising meetings.
- Familiarity with Microsoft Outlook, Word, Excel, shared calendars and other office software.
- Experience using customer relationship management systems, casework databases or other record-keeping systems.
- Experience undertaking basic research, gathering information and preparing written summaries.
- Experience assisting with the organisation of meetings, events or community activities.
- Knowledge of Warrington South and its communities.
- An interest in current affairs and an understanding of local and national politics.
- An understanding of the role of a Member of Parliament and the work of a constituency office.
- A full UK driving licence and access to a vehicle.

Experience and Qualifications

Previous experience working for a Member of Parliament or in a political environment is not essential, and no specific degree or qualification is required.

We welcome applications from people with a variety of backgrounds and experiences, including those returning to employment, seeking a career change or looking to develop their skills in a new role.

Relevant experience may have been gained through previous employment, customer service, office administration, volunteering, community involvement or other responsibilities requiring organisation, communication and care for others.

Candidates are not expected to have experience in every aspect of the job description. What matters is that they can demonstrate the essential skills and personal qualities needed to support constituents and work effectively within the team.

Training and guidance will be available to help the successful candidate develop their knowledge of parliamentary casework, office systems and other responsibilities as they grow into the position.