Constituency Assistant

Working for: Sarah Hall MP, Member of Parliament for Warrington South

Location: Warrington South, with occasional travel to Westminster

Salary: £26,039 per annum (£13,887 Pro rata at 0.53 FTE)

Hours: Part-time, 20 hours per week

Length of Contract: Permanent

About the Role

I'm looking for a caring, organised and dependable Constituency Assistant to join my team in Warrington South.

People contact my office for all sorts of reasons. Sometimes they have a straightforward question or need help finding the right information. Other times, they're facing difficult circumstances and need someone who will take the time to listen, understand their situation and help them find a way forward.

Whatever brings someone to us, I want them to feel listened to, treated with respect and confident that their concerns are being taken seriously.

That's why the work of my constituency team is so important, and I'm looking for someone who can play a valuable part in it.

You'll be joining a small, hardworking team, helping to respond to enquiries, support constituents with casework, keep the office running smoothly and assist with the meetings, surgeries and events that are part of representing Warrington South.

This is a varied role where responsibilities can change from week to week. You might be speaking to a constituent about an issue affecting their family, drafting correspondence, following up an outstanding enquiry, organising a meeting or helping colleagues prepare for a community event.

I'm looking for someone who enjoys helping people, takes pride in their work and understands the importance of getting the details right. Someone who is approachable, patient and comfortable speaking to people from different backgrounds, including those who may be going through a difficult time.

You'll need to be organised, willing to take the initiative and comfortable balancing different tasks. Just as importantly, I want someone who knows when to take a little more time, ask another question or make sure somebody gets the support they need.

You don't need to have worked for an MP before or have extensive experience in a similar role. I'm interested in the skills you can bring, your willingness to learn and your commitment to helping people in Warrington South.

Whether you're looking to develop your career, returning to work or bring experience from another field, you'll be joining a supportive team where you can build your skills and make a genuine contribution to the work of my constituency office.

Key Responsibilities

The Constituency Assistant will support the day-to-day work of the constituency office, with responsibilities varying according to the needs of constituents and the wider team.

Constituent Enquiries and Casework

- Act as a first point of contact for constituents during working hours, responding to enquiries received by telephone, email, post and in person.
- Listen carefully to constituents, understand their concerns and ensure enquiries are handled with patience, professionalism and sensitivity.
- Log new enquiries and casework accurately, maintaining clear and up-to-date records of correspondence, actions and progress.
- Manage a caseload of straightforward enquiries, seeking guidance and escalating more complex matters to colleagues where appropriate.
- Assist caseworkers with more complex cases, including gathering information, researching issues, preparing correspondence and following up outstanding actions.
- Draft acknowledgements, routine correspondence and substantive responses to enquiries.
- Prepare letters and emails to local authorities, government departments, public bodies and other relevant organisations on behalf of constituents.
- Keep constituents informed of progress, responding to follow-up enquiries and providing updates.
- Recognise sensitive or urgent matters and ensure these are referred promptly to the appropriate colleague.
- Handle personal and confidential information carefully, ensuring casework is managed accurately and in accordance with office procedures.

Office Administration and Coordination

- Support the day-to-day administration of the constituency office, helping ensure enquiries, correspondence and office processes are managed efficiently.
- Monitor and manage shared inboxes, incoming post and general correspondence, ensuring information reaches the appropriate member of the team.
- Assist with constituency diary administration, including arranging appointments, booking meetings, coordinating availability and confirming arrangements with constituents and external organisations.
- Maintain accurate office records, contact lists, calendars, files and shared documents.
- Prepare, format, print, scan and organise correspondence, meeting papers, briefings and other documents.
- Assist with meeting arrangements, including preparing rooms, coordinating attendees, producing agendas, taking notes and following up agreed administrative actions.

- Help maintain organised systems for tracking enquiries, correspondence, appointments and outstanding actions.
- Undertake general administrative tasks to support colleagues and the effective running of the office.

Constituency Surgeries, Meetings and Events

- Assist with the organisation and administration of constituency advice surgeries, including appointment bookings, correspondence, preparing relevant information and coordinating arrangements.
- Support the delivery of surgeries, welcoming constituents, assisting with meeting arrangements, recording relevant information and following up agreed actions.
- Work with colleagues to help organise constituency meetings, public events, roundtables and other engagements.
- Liaise with local organisations, community groups, residents, businesses and other contacts to coordinate meetings and constituency activity.
- Prepare invitations, attendance lists, meeting documents and other administrative materials.
- Attend constituency meetings, surgeries and events where required, supporting arrangements and ensuring appropriate follow-up.
- Help maintain records of meetings, commitments and actions arising from constituency activity.

Research, Correspondence and Wider Team Support

- Undertake research and gather relevant information to support constituency enquiries, casework, meetings and other parliamentary or constituency activity.
- Assist with the preparation of correspondence, briefings, background information and other written materials.
- Respond to enquiries from local organisations and other contacts.
- Work closely with the wider team to ensure information is recorded, shared and followed up appropriately.
- Support other colleagues with gathering information, maintaining contact records and assisting with the practical arrangements.
- Assist colleagues with other administrative, constituent-facing and constituency activities as required.

General Responsibilities

- Ensure enquiries and assigned casework are handled promptly, accurately and confidentially.
- Take responsibility for assigned tasks and follow them through.

- Work collaboratively with colleagues in Warrington and Westminster, contributing positively to the wider team.
- Manage competing tasks and deadlines, adapting to changing priorities and the needs of the office.
- Maintain accurate records and exercise sound judgement when handling sensitive information.
- Demonstrate a willingness to learn new systems, develop skills and take on additional responsibilities appropriate to the role.
- Undertake other duties as required.

Working Arrangements

This is a part-time role of 20 hours per week, based primarily in the constituency office in Warrington.

We're happy for the hours to be worked across either four or five weekdays, depending on what works best for you. This could mean five hours a day over four days, or four hours a day over five days.

We recognise that people have different commitments, so we're open to discussing working days and start and finish times to find an arrangement that works for both you and the office. However, we would be looking for someone to join our team during our core office opening hours of 9:30-17:30.

While most of your time will be spent in the constituency office, the role may also involve supporting surgeries, meetings and events elsewhere in Warrington, with occasional travel to Westminster.

You'll work closely with the wider team in Warrington and Westminster, with support and opportunities to develop your skills and experience.

Applying for the Position

If you'd like to join Sarah's team, please complete the online application form.

We're interested in hearing about your experience, the skills you could bring to the role and why you'd like to work as part of the constituency team.

Previous employment in an MP's office is not essential. Relevant experience may come from administration, customer service, community work, volunteering or other roles where you've developed strong organisational and interpersonal skills.

We also welcome applications from people looking to return to work, change careers or develop their experience in a new environment.

Shortlisted applicants will be asked to complete a short practical exercise as part of the recruitment process.

Sarah Hall MP welcomes applications from people with a wide range of backgrounds and experiences. Reasonable adjustments can be requested at any stage of the recruitment process.

Applicants should have an understanding of and sympathy with the aims and values of the Labour Party.

If you have any questions about this role or would like to discuss the position before applying, please contact Sarah's Chief of Staff, Nathan Sudworth, at nathan.sudworth@parliament.uk, who will be happy to help.

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.

Closing date: 11:59am, Friday 20th November 2026

Interview dates: Weeks commencing 23rd November 2026 and 30th November 2026

Anticipated start date: As soon as possible.

Application form: link