

# Job Description

## Constituency Support Manager

**The Office of:** Clive Lewis - Norwich South

**Employee Name:**

**Job title** Constituency Support Manager

**Salary band** £28311 - £41593

**Location** Outside London

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### Key responsibilities

- Assist with surgeries and other meetings and follow up as appropriate
- Develop knowledge in specialist areas
- Engage professionally, confidentially with care and integrity with members of the public, through telephone enquiries, social media, emails and face to face
- Ensure records are kept and information managed confidentially and in line with data protection legislation
- Follow up on social media queries and comments
- Gather relevant information to resolve or progress cases
- Liaise and engage with external providers and suppliers as and when required
- Liaise with Government agencies, voluntary sector and others to resolve constituency matters
- Manage and progress portfolio of casework appropriately
- Manage projects, provide briefings for the MP and Research local, regional or national issues
- to support MPs' work
- Respond professionally, sensitively, confidentially and with integrity to routine correspondence and enquiries by email, telephone, social media and face to face from constituents, the media, lobbyists and pressure groups
- Take initial action on queries from members of the public, including responding on behalf of the MP as appropriate. Running community surveys and processing responses
- Requirement for the role holder to fairly frequently work outside of normal hours and travel for work

### Additional responsibilities

- Team and premises: Manage, train, recruit and retain volunteers. Overall management of, and responsibility for, the outcomes of MP volunteer operation. Responsibility for security of and equipping office
- Diary: Overall management of and responsibility for outcomes of MP's constituency diary in the constituency, delegating tasks to others as appropriate
- Finances: Responsibility for managing aspects of the budgets, keeping the MP informed of all relevant financial matters and liaising with IPSA on office finance
- Strategic: Horizon-scanning, anticipate what action may be required; proactively identify problems and resolve them. Final sign-off on relevant delegated areas from the MP, for example constituent correspondence
- As required, deputise for and assist with the responsibilities of other members of the constituency office team

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**MP Signature:**

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