

Constituency Support Officer – Application Pack

Working for Kate Osborne MP – Jarrow and Gateshead East

Location: Jarrow

Salary: IPSA Executive Band 1 – £23,810 to £37,846 (depending on experience)

Contract: Permanent (six-month probation period), Full time (40 hours pw)

Closing Date: Midnight, 31 August 2025

Welcome from Kate Osborne MP

Thank you for your interest in the position of Constituency Support Officer in my Jarrow and Gateshead East constituency office.

This is an exciting opportunity to work as part of a small but highly committed team, helping to represent our community in Parliament and supporting constituents with a wide range of issues. The role combines administrative work, community engagement, event organisation, and advocacy on behalf of local people.

I am looking for someone who shares my values, has excellent communication skills, can work independently and as part of a team, and has the drive to make a real difference to the lives of people in our area.

If you believe you have the skills and commitment to take on this role, I look forward to receiving your application.

Kate Osborne MP

Member of Parliament for Jarrow and Gateshead East

About the Role

The role involves office-based casework and administration, community-based engagement, intelligence gathering, advocacy, and event organisation for constituency visits and advice surgeries.

This post will suit a self-starter with experience in community or trade union organising, who can work towards long-term goals and manage their own workload. Access to a car and a full driving licence would be an advantage.

Although this is a non-party political role, candidates are expected to share, or be sympathetic to, the values of Kate Osborne MP and the policies on which she was elected in 2019 and re-elected in 2024.

Daily working is 8 hours a day excluding breaks, but evening and weekend work will be regularly required and will be reimbursed through TOIL or overtime.

Job Description

Key Responsibilities:

- Analyse patterns of enquiries and produce reports
- Organise surgeries and other meetings, and follow up as appropriate
- Attend constituency meetings as required
- Critically analyse enquiries and present findings to the MP and staff team
Build and maintain relationships with local stakeholders, businesses, charities, and other organisations
- Ensure records are kept and information is managed confidentially in line with data protection legislation
- Follow up on social media queries and comments
- Log all cases, monitor progress, and ensure all actions are completed
- Work outside normal office hours and travel for work as required

Additional Responsibilities:

- Plan and arrange constituency visits, provide on-the-day support, and attend events with the MP
 - Arrange events including venue research, guest list management, liaison with suppliers, and on-the-day delivery
 - Work on projects and campaigns to support the MP's work in the constituency
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Person Specification

Essential:

- Excellent IT skills (e.g. Caseworker, MS Word, Excel, Outlook)
- Experience in community, trade union, event and/or campaign organising
- Excellent interpersonal, oral, and written communication skills
- A professional and empathetic telephone manner
- Willingness to engage with the public in a variety of settings
- Ability to draft high-quality letters and emails
- Ability to work independently and as part of a small team

- A non-judgemental outlook and ability to empathise with people in difficult situations
- Strong organisational and administrative skills
- Excellent time management
- Ability to work on many topics at once
- Experience running events or group visits
- Tolerance for high pace and stressful situations.

Desirable:

- Access to a car and full driving licence
- Sympathetic to the aims and values of Kate Osborne MP and the policies on which she was elected in 2019 and re-elected in 2024.
- Knowledge of local issues and a connection to the local area

Security Clearance

The successful candidate will be required to undergo security clearance by the Parliamentary Security Vetting and Pass Office before the job is taken up. Reference will be taken up on offer of employment.

How to Apply

Please send:

1. **A CV** (max two sides of A4, PDF format, UK/EU CV standard)
2. **A covering letter** (max two sides of A4, PDF format, 12-point font, addressed to Kate Osborne MP, including your contact details) explaining how you meet the essential and desirable criteria and referring to points in the job description.

Send both documents in **one email** to: kate.osborne.mp@parliament.uk

Use **“Support Officer”** as the subject line.

Applications that do not follow these instructions may not be considered.

Closing Date: 31st August 2025 (midnight)

Interview Dates: Interviews will take place week commencing 8th September 2025