

# Caseworker – 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:** 6 month fixed term, full time (40 hours a week) or part time considered.

**Closing Date:** Midnight, 31 August 2025

---

## Welcome from Kate Osborne MP

Thank you for your interest in the position of Caseworker 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 our community in Parliament and supporting constituents with a wide range of issues. The role combines casework, advice and administrative work 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

Full-time or part-time caseworker role based in Jarrow for someone confident in managing a varied caseload.

The ideal candidate will have direct experience in advice-giving agencies or organisations. Please note that this is not a political role.

The caseworker will be the first point of contact for constituents in need of help and will advocate on their behalf. You will be working as part of a small, committed team under the direction of the Senior Caseworker.

The successful candidate will have sound judgement, strong administrative skills, excellent customer service, a willingness to learn, and the ability to work collaboratively. This is an

exciting opportunity for someone who understands Jarrow and Gateshead East and wants to help its communities.

---

## Job Description

### Key responsibilities:

- Assist surgeries and other meetings and follow up as appropriate
- Attend constituency meetings 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. Ongoing communication may be required
- 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
- Retain records and information confidentially and in line with the Data Protection Act
- There may be a requirement for the role holder to work outside of the normal working hours and travel for work occasionally

### Additional responsibilities:

- Work directly with constituents to provide support and advice, managing individual cases from initial contact through to resolution.
  - Critically analyse patterns of enquiries and articulate the findings in reports and communication with the MP and other staff members
  - Analyse patterns of enquiries and produce reports
- 

## Person Specification

### Essential attributes:

- Excellent IT skills (the office uses Caseworker, MS Word, Excel, and Outlook).
- Excellent interpersonal, oral, and written communication skills.
- A professional telephone manner, with patience, empathy, and respect for confidentiality.
- Ability to draft clear and concise letters and emails to a high professional standard. Ability to work both independently and as part of a small team.
- A non-judgemental outlook and the ability to empathise with people in difficult situations.

- Strong organisational and office administration skills.
- Excellent time management.
- Tolerance for high pace stressful situations.

**Desirable:**

- Previous experience working in an advice setting.
  - Knowledge of the local area.
  - Sympathetic to the aims and values of Kate Osborne MP
  - Up-to-date knowledge of central government agencies would be an advantage.
- 

**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