



JOHN SMITH CENTRE

PROMOTING TRUST IN POLITICS AND PUBLIC SERVICE



Ref: 086804

UofG, John Smith Centre for Public Service - John Smith Centre Parliamentary Intern (x10)

Job Purpose

The John Smith Centre Parliamentary Internship Programme has been running since 2017 and is open to all 3rd and 4th year undergraduate students (in academic year 2022/23) at the University of Glasgow.

The Parliamentary Intern role will be based in the constituency office of an MSP in the Greater Glasgow area, with some possible travel for parliamentary business. The purpose of the role is to support the MSP and their constituency office staff in a specific area of work or with a range of constituency office work, including casework, research, administrative tasks and comms.

It is anticipated that the student will have the opportunity to shadow the MSP at the Scottish Parliament in Edinburgh during the course of the placement. Funding is available to cover the cost of any such additional travel.

The intern will report to the office manager of the host MSP and may be tasked with a single project to complete over the course of the placement, or they may be asked to get involved in several aspects of constituency work as detailed in the Main Duties and Responsibilities for this role. Interns appointed to the programme will have a unique experience depending on their host MSP's professional priorities. Due to this, interns may not experience all duties and responsibilities detailed below.

As part of the internship programme, the intern will take part in pre-internship training and post-internship evaluation, as well as report on their progress throughout to reflect on skills learned and how the internship is contributing to their future employability.

Upon completion of all internship and non-internship elements of the internship, participation in the programme will be recorded on the student's Higher Education Achievement Report (HEAR).

The John Smith Centre is committed to equality of opportunity and would particularly welcome applications from sections of the community that are currently under-represented in parliamentary politics, including disabled, care-experienced, those from a low-income background and black, Asian and minority ethnic candidates.



Main Duties and Responsibilities

1. Respond to enquiries from constituents (casework), other politicians, the media and lobbyists with guidance from the host MSP and their constituency team.
2. Investigate local, regional, national and international issues as required and preparing summaries and briefing materials.
3. Draft press releases, newsletters and mailshots to promote the MSP's work with guidance from the host MSP and their constituency team.
4. Deal with queries from members of the public by phone or in person, and taking the appropriate initial action to resolve, document or escalate their concerns or enquiries with guidance the host MSP and their constituency team.
5. Keep accurate records in line with data protection regulations and adhere to the host MSP's policies and procedures.
6. Assist with organising and shadow constituency surgeries.
7. Attend mandatory pre-internship training and post-internship evaluation sessions at the John Smith Centre, as well as a physical or virtual session at the Scottish Parliament.
8. Complete in a timely manner pre-internship and post-internship questionnaires and any other training, reporting and evaluation tasks as requested by the Centre.
9. Respond in a timely manner to all communications from the John Smith Centre and host MSP offices.

The student will be based in the constituency office of an MSP based in Glasgow or Greater Glasgow. It is anticipated that there will also be an opportunity for the student to shadow the MSP at the Scottish Parliament.

The internship will last up to 10 weeks and will take place from 12 September 2022. The precise dates are to be agreed between the student and the constituency office. It is expected that students will spend one full day per week in the constituency office, though this may be divided across two half days. Working hours will also be flexible to allow students to combine the internship with their academic studies and any other commitments.

The internship is offered on a part time basis at 7 hours per week for 10 weeks. Interns will also take part in up to 16 hours of mandatory non-internship hours for training, reporting and evaluation which will take place prior to the placement commencing, during the internship and following completion of the internship. Due to limitations in funding, there will not be an opportunity to extend the internship.

While we are hoping that the internships will go ahead as closely as possible to previous years in terms of face-to-face experience, Scottish Government COVID-19 regulations and individual host MSP arrangements will dictate the extent to which interns will work physically and remotely.

It is anticipated that interviews will take place on **8 and 9 August 2022**.

What makes this internship stand out?

The Parliamentary Internship Programme places students with Members of the Scottish Parliament from across the political spectrum. Through a structured 10-week programme, interns have the opportunity to work in parliamentary and constituency settings in close cooperation with their host MSPs and their staff, enabling them to development of a range of workplace relevant skills and an appreciation for the value of a career in public service.

Interns also attend a day of events at the Scottish Parliament as guests of the Chief Executive, receive training from Centre Director and former MSP Kezia Dugdale and enjoy support from the Centre across their university careers and beyond.



Length of internship: 10 weeks

Hours per week (if part time): 7 hours per week

Starting month: September 2022

End month: December 2022

Salary (P/h): £11.01

Required Level of study: Undergraduate years 3 and 4 (in 2022/23)

Targeted college: Any

Required degree discipline: Any with relevant skills and experience

Person Requirements:

Essential

E1 Good knowledge and understanding of Scottish politics and public affairs.

E2 Scottish Credit and Qualification Framework level 5 or 6 (National 5 or 6, Scottish Qualification level 2 or 3) or equivalent.

E3 Knowledge of the John Smith Centre's mission and its work to achieve this.

E4 Some relevant experience of delivering a range of administrative and /or customer services in support of existing systems or processes to an agreed standard or specification to maximise service quality or the ability to demonstrate the competencies required to undertake the duties associated with this level of post having acquired the necessary knowledge and skills in a similar role.

E5 Some experience of developing and delivering communications.

E6 Excellent written and verbal communication skills, including some experience of developing and delivering communications (i.e. reports, briefs and email communications).

E7 Excellent information gathering skills.

E8 Good IT skills, including experience of using Microsoft Office; in particular Word, Excel and PowerPoint & ability to use databases.

E9 Good organisational skills and the ability to manage your time effectively.

E10 Excellent interpersonal skills, with the ability to work effectively in a team and with members of the public.

E11 Ability to use own initiative, work independently and contribute new ideas.

Desirable

D1 The ability to organise and assist with events.

D2 An insight into, or a personal experience of, educational disadvantage or wider disadvantage. (This could include an insight into the effects of growing up in a low income household, educational or health inequalities, experience of the care system, and/or the effects having little or no experience of higher education within the family prior to attending university.)

D3 Lived experience of coming from a black and minority ethnic background.

D4 Some experience of external/client facing interaction.

D5 Some experience of working in an office environment.

To Apply:

If you are interested in applying to the Parliamentary Internship Programme please [apply online](#) by **Tuesday 19 July**.

