

JOB DESCRIPTION AND PERSON SPECIFICATION



JOB TITLE: Lead Case Officer

**DEPARTMENT: Business Services & Public Advice and Data
Protection Complaints Service**

REPORTS TO: Team Manager

SALARY: Level D

HOURS: 37 per week

PURPOSE OF POST:

Business Services provides a range of services for organisations. Our work is varied and fast paced, as we strive to provide first class services that stay relevant to the needs and expectations of our customers.

Lead Case Officers take a leading role in one or more of our customer service activities, including advice giving, breach handling and registration work. They provide day-to-day co-ordination of these activities and provide technical support to Case Officers.

Lead Case Officers also support Team Managers in their work to develop Case Officers and carry a personal workload of some of our more complex operational tasks.

KEY RESPONSIBILITIES

- Providing accurate information and advice to customers about information rights legislation across a variety of channels.
- Providing excellent customer service to all parties, managing expectations sensitively and communicating clearly, regularly and at an appropriate level, across all channels.
- Negotiating with organisations to achieve compliance with the relevant legislation, either in a specific case or in future cases where appropriate

- Proactively developing legislative expertise, keeping abreast of developments in DP, PECR, EIR and FoI and NIS legislation and regulations as appropriate.
- Proactively developing expertise in relevant areas of the UK economy.
- Developing and maintaining a detailed technical understanding of a specific area or sector of regulatory activity.
- Providing a primary point of contact and liaison inside and outside the department for a specific work area.
- Working collaboratively to develop strong working relationships with any relevant internal and external stakeholders as appropriate.
- Supporting engagement with the wider business community by attending external and internal meetings and events, giving presentations where necessary. This involves occasional travel to meetings and events (possibly outside office hours).
- Coaching, training and advising Case Officers as they work through their personal development plans.
- Supporting Team Managers to achieve an effective service, helping identify aspects of the service that could be improved.
- Providing briefing or guidance material for more senior members of staff and presenting case overviews to colleagues where necessary.
- Contributing to the growth of the public register and raising awareness of the requirement to pay a fee through working towards the wider aims of Business Services.
- Using judgement, intellectual ability and initiative, handle cases and undertake wider regulatory activity under the legislation overseen by the ICO in line with established strategies, policies and procedures.
- Managing a caseload autonomously, making independent decisions about cases, priorities and opportunities to improve the practices of those the ICO regulates.
- Identifying and communicating matters arising out of casework that are suitable for further action by the ICO.

PERSON SPECIFICATION

	Criteria	How Assessed
Education and Qualification	Experience relevant to the role requirements, as described in the role responsibilities and person specification, and accumulated through any combination of academic or vocational qualifications or experience.	Application form
Work experience	At least 2 years relevant work experience	Application form and interview

Knowledge, skills and ability	Good intellectual and analytical ability in order to apply complex legislation to a variety of circumstances, and develop detailed technical knowledge in a given area of ICO activity	Application form, interview
	Excellent standard of literacy and effective written communication skills for writing letters, reports and meeting notes	Application form and test
	Effective verbal communication skills in particular the ability to provide clear advice over the telephone	Interview
	Ability to deal with a demanding workload which may include considerable correspondence and to prioritise accordingly	Interview
	Ability to work on own initiative and as a member	Interview

	of a team	
	Ability to make presentations to small groups	Interview
	Effective negotiation skills	Interview
	Excellent interpersonal skills with people at all levels	Application form and interview
	Ability to use standard office IT packages	Interview
	An ability to help others to develop their knowledge/ experience	Application form and interview