

**JOB DESCRIPTION AND PERSON SPECIFICATION**

- JOB TITLE:** Team Manager
- DEPARTMENT:** Public Advice and Data Protection Complaints
- REPORTS TO:** Group Manager
- SALARY:** Level E
- HOURS:** 37 per week (full time) Part-time possible

**PURPOSE OF POST:**

The Public Advice and Data Protection Complaints Regulatory Service deals with enquiries from the public and cases that have been referred to the ICO under the legislation that the ICO regulates.

A Team Manager is responsible for managing a team of staff delivering a range of services to the public. These services all involve the delivery of regulatory services including the provision of advice, the handling of public complaints and concerns under the legislation regulated by the ICO.

They will directly manage a team of staff ensuring that all are clear about the standards expected and managed to develop their personal potential.

The Team Manager may also carry a small personal caseload where cases have been escalated to Team Manager level.

**KEY RESPONSIBILITIES**

To ensure that their team is developed effectively through a cycle of continuous improvement.

To ensure that all team members are fully aware of the operational strategies, how to apply lines to take and how to work in accordance with established policies and procedures.

To monitor team performance to ensure that it is of a consistently high standard and conducted in a timely manner, implementing remedial action where necessary.

To ensure that work into the team is assessed and allocated appropriately as it arrives in the team's work queue identifying high profile or complex cases and, where necessary, initiate an escalation or referral process.

To ensure that all team members written communication is of the highest possible standard, accurate and written in accordance with established lines to take and standards of clear communication.

To ensure that all team members provide the highest level of customer service and adhere to our service standards when operating on our live services.

To analyse group work trends as they emerge within the team and using the data to inform group and departmental strategy.

To be conversant with all relevant legislation, enabling the provision of advice to team members about individual cases.

To support the Group Manger in delivering against the Business Plan

Deal with service complaints as required in line with all relevant policies and procedures

Represent the ICO as witness in legal proceedings if required.

### **PERSON SPECIFICATION**

	<b>Essential Criteria</b>	<b>How Assessed</b>
<b>Education and Qualification</b>	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
<b>Knowledge, skills and ability.</b>	Excellent intellectual ability in order to be able analyse complex legislation and to apply it to particular cases.	Application form and interview
	Good judgement and ability to take high profile decisions.	Application form
	Excellent written communication skills.	Application form
	Excellent verbal communication skills including dealing with the public, stakeholders and organisations by telephone	Interview and presentation
	Strong interpersonal skills, including the ability to negotiate and maintain good relationships	Interview

	<p>with senior officials in all areas of public life.</p> <p>Ability to work under pressure and to handle large workloads.</p> <p>The ability to manage, motivate and develop people</p>	<p>Interview</p> <p>Application form and interview</p>
<b>Desirable experience and knowledge</b>	<p>Experience of applying DP, FoI or associated legislation or similarly complex legislation</p> <p>Experience of managing teams in a fast-paced environment</p>	<p>Interview</p> <p>Interview</p>