

JOB DESCRIPTION AND PERSON SPECIFICATION

JOB TITLE: **Lead Case Officer**

DEPARTMENT:

REPORTS TO: **Team Manager**

SALARY: **Level D**

HOURS: **37 per week**

PURPOSE OF POST:

Lead Case Officers take a leading role in the day to day handling of the ICO's regulatory advice, performance improvement, complaints or enforcement activities.

Lead Case Officers are responsible for investigating serious and complex infringements or contraventions of the relevant legislation, identifying and developing lines of enquiry, gathering relevant evidence and recommending informal or formal enforcement action in response to any infringements or contraventions.

Lead Case Officers will also assist with the development and implementation of an efficient process in order to help with the achievement of corporate objectives.

Lead Case Officers will progress a personal caseload to a clear and consistent outcome in line with our operational strategies, policies and procedures

Lead Case Officers work in a multi-disciplinary team and co-ordinate activities and provide technical support to Case Officers in a given area of ICO activity.

KEY RESPONSIBILITIES

- Manage your workload autonomously, making independent decisions about cases, priorities and opportunities to improve the practices of those the ICO regulates.
- 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.
- Coaching, training and advising Case Officers as they work through their personal development plans.

- Support Team Managers with the achievement of an effective case handling service, helping with the identification of aspects of the service which could be improved.
- Provide a primary point of contact and liaison inside and outside the department for a specific work area.
- Develop and maintain a detailed technical understanding of a specific area or sector of regulatory activity.
- Negotiate with organisations to achieve compliance with the relevant legislation, either in one case or in the future where appropriate.
- Provide good customer service to all parties, managing expectations sensitively and communicating clearly, regularly and at an appropriate level, in writing and over the telephone.
- Proactively develop legislative expertise, keeping abreast of developments in DP, PECR, EIR and FoI legislation and regulations.
- Develop and maintain relationships with any relevant internal/external stakeholders as appropriate.
- Attend internal meetings and external meetings and events, giving presentations where necessary.
- Provide briefing or guidance material for more senior members of staff and present case overviews to colleagues where necessary.

PERSON SPECIFICATION

	Criteria	How Assessed
Education and Qualification	<p>Educated to degree level or equivalent</p> <p>or</p> <p>Work experience demonstrating graduate level ability</p>	<p>Application form/certificates</p> <p>Application form</p>
Work experience	At least 2 years relevant work experience.	Application form and interview

<p>Knowledge, skills and ability</p>	<p>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.</p>	<p>Interview & Written test</p>
	<p>Excellent standard of literacy and effective written communication skills for writing letters, reports and meeting notes.</p> <p>Effective verbal communication skills in particular the ability to provide clear advice over the telephone</p> <p>Ability to deal with a demanding workload which may include considerable correspondence and to prioritise accordingly;</p> <p>Ability to work on own initiative and as a member of a team</p> <p>Ability to make presentations to small groups</p> <p>Effective negotiation skills</p> <p>Excellent interpersonal skills with people at all levels</p> <p>Ability to use standard office IT packages</p> <p>An ability to help others to develop their knowledge/ experience.</p>	<p>Interview & Written test</p> <p>Interview</p> <p>Application form, interview and test</p> <p>Application form, interview</p> <p>Interview</p> <p>Interview</p> <p>Application form, Interview</p> <p>Application form</p> <p>Interview</p>

