

Operations Steering Group terms of reference

1. Purpose

- 1.1. The Operations Steering Group supports the work of the Senior Leadership Team by monitoring operational performance and issues; identifying risks and opportunities and taking action as appropriate to either mitigate risks or to take advantages of opportunities.
- 1.2. The Steering Group should refer to the Senior Leadership Team matters that relate to corporate risk and prioritisation.

2. Responsibilities

- 2.1. The Steering Group is responsible for:
 - monitoring operational performance on a quarterly basis;
 - identifying risks and opportunities and taking action as appropriate; and
 - reporting to Senior Leadership Team and Management Board on performance, risks and opportunities.

3. Authority

- 3.1. The authority for the Steering Group derives from the Leadership Team.

4. Composition

- 4.1. The Steering Group comprises:
 - Deputy Commissioner (Operations) (chair)
 - The Chief Operating Officer
 - Head of Customer and Business Services (Business Development)

- Head of Customer and Business Services (Customer Contact)
- Head of Data Protection Complaints and Reviews
- Head of Freedom of Information Complaints and Appeals
- Head of Enforcement
- Head of Assurance
- Group Manager Corporate Governance
- Two Heads of Department from the Policy Directorate as appropriate, but usually from the following list of:
 - Head of Policy and Engagement
 - Head of International Strategy and Intelligence
 - Head of Technology Policy

5. Quorum

- 5.1. The Steering Group is quorate with the following members present:
- The chair (or a member nominated by the chair to act as chair) and
 - at least three other members of which two should be from the Operations directorate.

6. Information requirements

- 6.1. The Steering Group should ensure that arrangements are in place to enable it to discharge its responsibilities effectively, including the timely provision of information in an appropriate form and quality.
- 6.2. Information provided to the Group should include:
- monthly operational statistics;
 - high profile case tracker
 - an up to date risk and opportunities register and
 - the strategic file tracker.

7. Budget

- 7.1. The Steering Group has no budget.

8. Secretariat

- 8.1. Secretariat is provided by the Corporate Governance Team.

9. Frequency of meetings

- 9.1. The Steering Group should meet at least monthly.

10. Evaluation

- 10.1. The Steering Group should ensure that arrangements are in place to enable it to discharge its responsibilities effectively, including a formal annual evaluation of the Group's performance.