

JOB DESCRIPTION AND PERSON SPECIFICATION

JOB TITLE:	Group Manager, Improving Performance Group 1-5
DEPARTMENT:	Performance Improvement
REPORTS TO:	Head of Performance Improvement
SALARY:	Level F
HOURS:	37 per week

PURPOSE OF POST:

The Performance Improvement department is the first, and often only, point of contact for ICO customers.

The five Group Managers are responsible for the provision of the department's improving practice services.

With approximately 80 staff in the group each Group Manager is responsible for one team, each team being supported by a Team Manager, measuring performance across the group, setting productive targets and ensuring all services are delivered to a consistently high standard in line with the ICO's vision and values.

The Group Managers are also responsible for ensuring that all staff in the group are clear about the standards expected and are managed effectively to develop their personal potential.

They will also continually review all group activities, taking every available opportunity to develop and improve service delivery to maintain a high level of customer satisfaction.

KEY RESPONSIBILITIES

- Set challenging but achievable targets and deliver performance in line with the operational strategies in place for the ICO
- To provide direct line management of the Team Managers, and other relevant staff within the group, including the monitoring and review of individual performance and supporting individual development.
- To oversee group resources within the allocated budget ensuring the effective allocation of resources by regularly assessing incoming cases, managing work queues and monitoring staffing levels.
- Contribute to the development of the ICO's strategy and business plan for the Performance Improvement department.

- To devise procedures for the effective, efficient and consistent handling of the workload including the implementation and monitoring of compliance with ICO procedures;
- To be conversant with all relevant legislation including the authorisation of decisions reached within the group, and the provision of advice to staff and managers within the group regarding complex issues.
- To keep up to date with developments in the technology to enable the efficient handling of high volume contacts from the public and support the implementation of such when appropriate.
- To monitor activity across the group, report on performance and provide accurate management information, and use the information to instigate remedial action where necessary.
- To identify areas for improvements in throughput, quality and customer service including trend analysis and making recommendations for operational and policy handling.
- To provide senior management advice on complex/sensitive issues if they cannot be resolved by case officers, including responding to issues raised from external bodies and managing responses to MPs correspondence.
- To represent the ICO in external meetings with stakeholders and other regulators or meetings with other ICO departments and manage occasional contact with the media.

PERSON SPECIFICATION

	Criteria	How Assessed
Education and Qualification	Educated to degree level. OR Substantial work experience demonstrating graduate level ability	Application form
Work Experience	Around five years relevant experience in complaint/enquiry handling and resolution Experience of managing and developing staff. Experience of applying DPA or FOI or similarly complex legislation.	Application form & interview Application form & interview Application form & interview

<p>Knowledge, skills and ability</p>	<p>Excellent intellectual ability in order to be able analyse complex legislation and to apply it to particular cases, and to understand the business of organisations across the public sector.</p> <p>Ability to rapidly assimilate and digest large volumes of information.</p> <p>Strong interpersonal skills, including the ability to negotiate and maintain good relationships with senior officials in all areas of public life;</p> <p>Ability to work under pressure, prioritise and to handle large workloads.</p> <p>Ability to develop and manage staff performance.</p> <p>Good judgement and ability to take high profile decisions.</p> <p>Excellent written communication skills</p> <p>Excellent verbal communication skills</p>	<p>Application form Interview & test</p> <p>Interview</p> <p>Application form and interview</p> <p>Interview</p> <p>Application form and interview</p> <p>Application form and interview</p> <p>Application form and test</p> <p>Interview</p>