JOB DESCRIPTION AND PERSON SPECIFICATION

JOB TITLE: **Customer Contact Officer,**

DEPARTMENT: **Customer Contact**

REPORTS TO: **Team Manager**

SALARY: **Level B**

HOURS: **37 per week (full time); part time posts available**

PURPOSE OF POST:

To carry out a variety of duties in relation to the department's 'Contact' activities including the provision of a dedicated telephone helpline service; handling written enquiries, validating forms and fees suitable for early resolution, and supporting a range of administrative duties within the department as required.

KEY RESPONSIBILITIES

- Provide the ICO's telephone Helpline service, dealing with enquiries from individuals, organisations and other stakeholders and being a vital first point of contact for those wishing to make a complaint about an alleged contravention of the legislation we regulate.

- During times when caseloads are high, acknowledge receipt of casework which is likely to take some considerable time to resolve, allocating the case to the appropriate team or department.

- Using judgment, intellectual ability and initiative, evaluate and respond to enquiries from individuals about their rights under the legislation regulated by the ICO.

- Providing administrative support to maintain the public register of data controllers.

- 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.

- Manage the workload seeking advice regarding the most appropriate means of progressing individual cases where appropriate.

- Proactively, keep abreast of developments in DP, PECR, EIR and FoI legislation and regulations by monitoring all relevant internal communications.

- Develop and maintain relationships with any relevant internal stakeholders as appropriate.

- Provide administrative services to support the smooth running of the department.

- Attend internal meetings and accompany other staff to external exhibitions/events where appropriate.

PERSON SPECIFICATION

Education and Qualification	Educated with at least 5 GCSE's grade C or above Or Work experience demonstrating this level of ability	Application
Knowledge, skills and ability.	Good intellectual and analytical ability in order to develop the ability to apply complex legislation to a variety of circumstances	Application and Interview
	Good standard of literacy and effective written communication skills for writing letters and emails to customers and writing meeting notes.	Application and interview
	Effective verbal communication skills in particular the ability to provide clear advice over the telephone	Interview
	Ability to work on own initiative and as a member of a team	Application and interview
	Ability to ensure that the highest standards of quality and customer care are achieved	Application and interview

	Ability to adhere to clear procedures in order to deliver a consistent outcome.	Application and Interview
	Ability to develop knowledge and understanding of the relevant DP/FOI legislation	Application and Interview
	Ability to use standard office IT packages	Application/Interview