

## **JOB DESCRIPTION & PERSON SPECIFICATION**

**JOB TITLE:** Head of Customer Contact

**REPORTS TO:** Director of Operations

**SALARY:** Level G

**HOURS:** 37 per week

### **PURPOSE OF POST**

To lead the Information Commissioner's Office's (ICO) customer contact division. To develop methods to continually improve the division's performance.

### **KEY RESPONSIBILITIES**

- To provide effective leadership to the teams in these areas. To ensure that they are clear about expected standards of performance, motivated and developed to provide effective and efficient services.
- To develop and implement effective and appropriate strategies to deliver specific objectives outlined in the ICO corporate plan.
- To continually review progress against the ICO corporate plan and the Division's business plan and targets and ensure that staff and budget resources are appropriately allocated and deployed.
- To identify opportunities for continuous improvement in all areas of responsibility. To instigate and implement changes and, where appropriate recommend more strategic changes to the Director of Operations.
- To ensure that appropriate and effective mechanisms are in place to produce and monitor key performance indicators to ensure service delivery is in line with agreed standards.
- To ensure that effective and appropriate policies and procedures are in place to drive operational performance, which meet legal requirements, best practice and organisational objectives.
- To participate on behalf of the Commissioner/ICO as required at meetings and events where senior representation is required.
- To identify opportunities and risks to ICO reputation, and to make recommendations for improving information rights practice in targeted sectors/organisations.

## PERSON SPECIFICATION

	<b>Criteria</b>	<b>How Assessed</b>
<b>Education and Qualifications</b>	Degree or relevant professional qualification or equivalent experience	Application form/certificates
<b>Work Experience</b>	<p>Significant operational management experience (around 5 years)</p> <p>Experience of managing within a complex / high volume enquiry handling environment or equivalent</p> <p>Experience of leading and managing people</p> <p>Experience of leading significant change projects from concept to sign off.</p> <p>Ability to write business cases</p>	<p>Application form / Interview</p> <p>Application form/ Interview</p> <p>Application form / Interview</p> <p>Interview</p> <p>Interview</p>
<b>Knowledge, skills and ability.</b>	<p>Excellent analytical skills.</p> <p>Experience of interpreting and applying complex legislation to particular situations.</p> <p>Knowledge of various technologies associated with operational service delivery.</p> <p>Knowledge of the regulatory environment and the public sector generally. Including the core components of effective operational service delivery in both public and private sector.</p> <p>Excellent written and verbal communication and presentation skills</p> <p>Personally Effective – excellent organisational skills, ability to prioritise and delegate</p>	<p>Interview / test</p> <p>Interview</p> <p>Application form / Interview</p> <p>Application form / Interview</p> <p>Application form / Interview / Presentation</p> <p>Application form / Interview</p>

	<p>Ability to seek out, manage and influence opportunities for continuous improvement and change</p> <p>Ability to analyse complex operational / statistical information and produce accurate / intelligent forecasts and plans</p>	<p>Interview</p> <p>Application form/ interview/ test</p>
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