

Chris

Customer Services Manager – Customer Service Team:

My name's Chris. I'm a Customer Services Manager in the Customer Service team, and I've worked at the ICO for two years.

The Customer Service team screens all the correspondence that comes in to the office and directs it to the appropriate department within the office. We also resolve a large proportion of the case work and enquiries ourselves. We also provide an advice and enquiry line service covering all aspects of our regulatory responsibilities.

As a casework manager in the Customer Services team I have quite a wide and varied role. I support a team of case officers and the case work that they complete on a daily basis. I respond to MPs' correspondence, I deal with case reviews and service complaints. I also deal with enquiries from the Press Office. So never a dull moment, really.

Working in the Customer Services team requires the ability to apply sometimes complex legislation to a whole variety of circumstances. You also need to be organised, efficient and have excellent communication skills.

Internally I interact with people across the ICO. I interact with people that work in the department and outside of the department. Externally I interact with members of the public on a almost daily basis. I also interact with organisations and external agencies, such as the Telephone Preference Service.

Within six months of coming in to the office I was able to gain a formal qualification in data protection and then six months later I felt confident enough in my knowledge and experience to apply for a promotion to a casework manager post.

The ICO offers an excellent range of benefits to employees. Firstly, there's excellent pension schemes, there are also fantastic training opportunities, and the flexible working benefits are great also.

I'd recommend the ICO to a friend, because of the really interesting and varied workload, the fantastic working atmosphere and the whole host of other benefits that are offered by the ICO.