

## **Hannah** **Casework Manager - Customer Services**

My name is Hannah. I'm a Casework Manager in the Customer Services team, and I've worked at the ICO for nearly two years.

I'm the manager of the team that deals with requests from individuals trying to establish if they're on the Consulting Association database. I implement the procedure to deal with the request as soon as they come in to the office, all the way through to the end.

On a day-to-day basis I deal with requests from individuals trying to establish if their name appears on the database. Then we carry out security checks and provide information to individuals. Once the information is returned to us from Investigations we collate all the information and send that information out to the individual concerned. We deal with a large amount of requests over the telephone, mainly from individuals trying to establish if they're on the database, but also enquiries concerning the operation of other similar databases. I also deal with all the security procedures that go along with providing individuals with the information from the database.

This particular role differs from my usual day to day work. Normally I would be dealing with general enquiries and complaints from individuals, however in this specific case I'm dealing with requests from individuals and all the security and admin procedures that go along with that.

I think people would find the diversity of the work we do here and the opportunity to gain an in-depth knowledge of the legislation we oversee of great interest to them. It's also a great place to develop your career.