

## **Jenny** **Case Officer - Customer Service**

My name is Jenny, my job title is Case Officer. I work in the Freedom of Information Case Reception Unit in the Customer Service team here, and I've been working at the ICO for about 18 months.

Customer Services is responsible for the initial assessment of cases, so when paperwork comes in we decide whether the case is eligible and send it through to the right team, but we're also responsible for manning the helpline, so we help the general public with any inquiries they might have about the legislation that we oversee.

I have two separate roles, the first is to assess the validity of freedom of information cases, so making sure we have all the right evidence, making sure that the documents are in order so that a case officer could understand them when they come to look at the case. But I also work on the helpline, so I answer general enquiries about just about anything and everything for the general public.

I interact with every other department in the ICO, whether that is just routing a call through to somebody else or to liaise with, for example, the Enforcement department to see whether they need to take action on one of our cases.

You have to have great patience to deal with people's issues which are obviously very complex when they come to you. They're looking to you to sort it out. And when you're reading through loads of documents you've got to be able to sit there and focus and not be distracted, and know that you're probably not going to achieve an outcome straight away. You've got to be able to work slowly towards a resolution rather than trying to resolve everything immediately.

The ICO has been very supportive of my career. I arrived here as a Customer Service Officer, but a promotion to Case Officer came up within a couple of weeks of me arriving. I didn't bother to apply, because I didn't think I'd be here long enough, but my manager came to me and said why not have a go, I think you should apply for it. I was successful and I was promoted very, very quickly.

I'd recommend the ICO to a friend because the work is always interesting, it's completely different from anything else, and the atmosphere is really nice, the people here are lovely to work with.