

## **Richard**

### **Enforcement Manager - Regulatory Action Division**

My name's Richard, I work for the Regulatory Action Division of the ICO. I've been with the ICO for two years.

The Regulatory Action Division is a department that enforces data protection law when an organisation hasn't voluntarily complied with that law. My role involves liaising with the organisation, trying to cause them to release the information that we're seeking, and if that fails then I can move through a series of steps up to the formal action of taking them to court.

I haven't any previous experience of the ICO and I didn't know anybody that worked here, but I saw the advert which looked interested, made some enquiries direct, found them very helpful in HR, and as a result of that asked for an application pack.

The skills required are rather informal skills, an ability to communicate with people and some experience of life. The formal skills are some investigative flair and an ability to assimilate a large volume of information.

I interact with what are known as data controllers, the people in organisations that should release information, and then I also interact with my colleagues in other departments of the Information Commissioner's Officer.

The most enjoyable part of the work is helping people, getting information released to them, perhaps at the end of a long process, and getting that quick resolution as a result of our involvement.

The main benefit of the ICO that helped me is the flexi-time, the working around picking up grandchildren from school is a system I've not been used to and is extremely helpful.

Since the day I started it was obvious that it was an organisation that would put back what you put in. From starting two years ago I've moved through to the manager's post in this Regulatory Action Division. I've been encouraged to look at varying aspects of the ICO, attend some major conferences and looked at some other work in terms of research that wouldn't ordinarily be my role.

I would recommend the ICO to a friend because it's an interesting and friendly organisation. I have, in actual fact, recommended it to friends and they have applications in being considered.