# EAST SUSSEX COUNTY COUNCIL JOB DESCRIPTION

# Job Title: Customer Services & Information Governance Officer

# Department: Communities, Economy and Transport

# Grade: [Singe Status 10](https://www.eastsussex.gov.uk/jobs/working-here/pay/east-sussex-single-status)

# Responsible to: Customer Services Manager

# Purpose of the Role:

This role is part of a small, busy, and approachable customer services team which plays an essential role in providing information and support to customers. In this professional and supportive role, you make a real difference in people’s lives. The most interesting and rewarding part is helping customers by providing them with important information and listening empathically and using your excellent communications skills to help resolve their concerns.

You will be responsible for coordinating responses to enquiries, corporate complaints, and Freedom of Information, Environmental Information Regulations and Data Protection Subject Access requests.

You will be responsible for advising and supporting colleagues across the Council on Data Protection and will work closely with colleagues in Legal Services and the Information Governance Community, in order to interpret and apply legislation to fulfil our statutory obligations. You will provide policies and procedures for handling information requests and personal data.

This role contributes to improving the customer experience both strategically and operationally, a key area of development within the Council.

You will be an enthusiastic individual with a strong belief in delivering excellent customer service and support us in our agenda to continuously improve the quality and consistency of the customer experience across the Council.

You will need excellent communication and interpersonal skills and the ability to work collaboratively with others. Attention to detail and the ability to plan and work to tight deadlines are also essential to this role.

# Key tasks:

1. Responsible for holding a caseload; provide advice on policy, legal and regulatory issues and produce records of actions taken in respect of cases and record outcomes and decisions.
2. Responsible for supporting clients and/or other members of the team with more complex enquiries, appeal procedures and escalations.
3. Maintain knowledge of relevant legislation and professional area and provide advice on legal and regulatory issues, including interpretation of local policy.
4. Provide professional advice and information in relation to the service area to internal and/or external customers including the production of written advice for the intranet, internet or external publications as required.
5. Deputise for the line manager as required, including attendance at external meetings.
6. Responsible for responding to complaints from customers, following local procedures for handling complaints
7. Support the development of local policies, procedures, systems and guidance in response to changes in legislation and best practice.
8. Review the service provision and make recommendations for improvement to local systems, take a lead on implementing changes.
9. Assist with the monitoring and/or reconciliation of local budgets so budgets are used appropriately and effectively, maintaining records to account for spending and administer transactional financial processes in line with Council standards.
10. Plan and organise programmes of work including allocation of work to other members of the team, having regard to the effective use of resources and safe working practices.
11. Provide management data and reports to the Managers and to the Senior Management Team.
12. Be a local subject matter expert in a specific technical area. Responsible for holding a more complex caseload in a specialist area, providing support and guidance on this specialist area to other members of the team and updating local policies as required.

# PERSON SPECIFICATION

# Essential education and qualifications

* QCF Level 5 qualification or equivalent experience

# Essential key skills, abilities, knowledge, experience, values and behaviours

* Developed ICT skills
* Ability to organise own and others workloads to meet deadlines and to deal with conflicting demands
* Able to use own initiative to solve problems
* Ability to communicate effectively with a range of customers using tact, diplomacy and negotiation skills
* Ability to collate and analyse data and undertake research showing attention to detail and a high level of accuracy
* Ability to solve complex problems and develop solutions
* Coaching and mentoring skills
* Ability to converse at ease with customer and provide advice in accurate spoken English
* Working knowledge of Microsoft Office (in particular Outlook, Word and Excel)
* Developed knowledge of the services provided by the directorate, statutory duties of the service and best practice in the specialist field
* Developed knowledge of the area of specialism the team is responsible for, including a broad technical knowledge
* Budget planning and monitoring principles and processes
* Significant customer service experience
* Problem solving and innovation
* Good interpersonal skills.
* Strong customer service ethos
* Ability to work in a team.
* Able to remain calm under pressure

**Document version control:**

Date created/amended: December 2022

Name of person created/amended document: AC

Job Evaluation Reference: 5950

Health & Safety Functions

This section is to make you aware of any health & safety related functions you may be expected to either perform or to which may be exposed in relation to the post you are applying for. This information will help you if successful in your application identify any health-related condition which may impact on your ability to perform the job role, enabling us to support you in your employment by way of reasonable adjustments or workplace support.

| **Function** | **Applicable to role** |
| --- | --- |
| Using display screen equipment | Yes |
| Working with children/vulnerable adults | No |
| Moving & handling operations | No |
| Occupational Driving | No |
| Lone Working | No |
| Working at height | No |
| Shift / night work | No |
| Working with hazardous substances | No |
| Using power tools | No |
| Exposure to noise and /or vibration | No |
| Food handling | No |
| Exposure to blood /body fluids | No |