



# Business Support Officer

## Information Commissioner's Office (ICO)

### AO, Pay Band 7

### What will you do?

The Information Commissioner's Office (ICO) delivers vital work that upholds the public's information rights and promotes compliance with the Island's Data Protection, Unsolicited Communications, and Freedom of Information laws. Joining the ICO means being part of a dedicated team making a real difference to individuals and organisations across the Isle of Man.

We are looking for an experienced and enthusiastic Business Support Officer to manage the ICO's data protection register and provide essential administrative support to the team. This is an exciting time to join a growing team and use your strong organisational skills to help the office.

### What does that involve?

You will play an important role in ensuring the smooth running of the office. Your main responsibility will be keeping the public register up to date, ensuring that controllers and processors have registered and renewed properly. You will also be responsible for providing administrative support to the office.

Key roles and responsibilities include:

#### Register

- Maintain the Register of Controllers and Processors, including:
  - Supporting the use and ongoing development of the registration system.
  - Checking that organisations have registered and renewed as required.
  - Amending and cancelling entries as required.
  - Ensuring the system has sent out renewal notices.
  - Checking that organisations have paid their registration fee and managing the paperwork for this.

#### Office administration

- The control, maintenance and integrity of administrative records regarding annual, special leave and absence records, including input to PIP as relevant.

- Record incoming and outgoing mail.
- Control of the stationery, equipment and stock levels and act as coordinator for all office furniture, fittings, equipment, servicing and maintenance and repair.
- Some diary management.
- Taking minutes of key meetings.
- Supporting the DPO with records retention.
- Maintenance, development and control of both the manual filing system and electronic archiving system in respect of departmental records in consultation with DPO.
- Greet members of the public at reception, deal with enquiries/complaints, providing advice and assistance where possible; take messages, direct calls to appropriate member of staff.
- Organise and maintain a guidance manual for all office procedures.
- Any other duties as needed.

### **Contacts and Communication**

You will be the first point of contact with our registered entities via phone and email, for people visiting the office, and for people phoning up.

You will be part of a small team and required to attend internal meetings and, for key meetings, take an accurate note.

You will have good spoken and written skills, and a friendly and professional manner.

### **Problem Solving and Decision Making**

You will deal with problems relating to the management of the register and office administration, and able to escalate these as needed to other members of the team and your line manager. Possible problems will relate to organisations which haven't registered on time, questions about registration that you may need to ask for advice on within the office. You will be able to seek further information from the team and escalating issues to other members of the team.

The postholder will make decisions about their own workload and how to prioritise this, though will receive close support and direction from the team.

### **Autonomy**

You will follow a defined process for registering and renewing controllers and processors and managing the financial side of this. There are also processes in place for ordering stock.

## **Working Together for the Isle of Man**

You will need to reprioritise your work on occasion, though will be advised on where to focus by the Operations and Project Manager.

### **Management of Resources**

The postholder will have no line management responsibilities.

You will be responsible for a purchase card to ordering office supplies, book business travel and maintenance of petty cash.

### **Competencies**

All staff of the ICO are expected to recognise that the everyday business of the ICO requires the highest level of personal integrity. Each role holder has a personal responsibility to maintain the confidentiality of all business and to uphold such confidences both in administering the business within and outside of work.

As a member of the ICO, the role holder represents the ICO in a wide range of settings. It is expected that they will be a committed ambassador of the ICO and the work that it seeks to achieve.

The job holder reports to the Operations and Project Manager. Please note, this will be a newly hired role. In the event the Business Support Officer starts before the Operations and Project Manager, another experienced line manager will be assigned.

The Business Support Officer will receive thorough training on all aspects of their role.

The Operations and Project Manager, as Line Manager is responsible as 'Reporting Officer' for the implementation of, and compliance with, any departmental provisions for Performance & Development.

### **Performance management and improvement**

The role holder has a personal responsibility for participating in any departmental performance and development scheme management.

The role holder is responsible for his/her own health and safety and the impact of his/her actions on others. The role holder will be responsible for identifying any possible risks or near misses to a responsible manager and or the Health & Safety Review Group.

Person Specification		
Attributes	Essential (E) or Desirable (D)	Method of Assessment
<b>Credibility</b> <ul style="list-style-type: none"> <li>• Experience working in an administration or office management role.</li> <li>• Experience working in a public authority or regulatory.</li> </ul>	D  D	CV/Interview  CV/Interview
<b>Capability</b> <ul style="list-style-type: none"> <li>• Experience keeping administrative records up to date.</li> <li>• Experience of office management (stationary control and ordering, administration records).</li> <li>• Organised, with the ability to multi-task and prioritise a busy workload.</li> <li>• Diary management experience.</li> <li>• Experience working in a context of organisational change.</li> <li>• Experience keeping databases or registers up to date.</li> <li>• Capable of taking accurate meeting minutes.</li> </ul>	D  D  E  D D  D  D	Interview  Interview  Interview  Interview Interview  Interview  Interview
<b>Character</b> <ul style="list-style-type: none"> <li>• Proactive, enthusiastic, and willingness to work in a changing and growing organisation, including with some uncertainty.</li> <li>• Good communication skills and able to communicate with a range of audiences in a friendly and professional manner.</li> <li>• High level of integrity.</li> </ul>	E  E  E	Interview  Interview  Interview
<b>Circumstances and Interests</b> <ul style="list-style-type: none"> <li>• Isle of Man Worker</li> <li>• Satisfactory Police Check</li> </ul>	D E	Application Pre-employment Checks