

## **JOB DESCRIPTION AND EMPLOYEE SPECIFICATION**

**JOB TITLE:** Complaint Intake & Resolution Officer

**REPORTS TO:** Chief Enforcement Officer

**HOURS:** 36 per week

**Salary:** £40-45K, depending on experience.

### **ABOUT THE AUTHORITY**

The Data Protection Authority (known as the Office of the Data Protection Authority or ODPA) is the independent supervisory authority for the purposes of The Data Protection (Bailiwick of Guernsey) Law, 2017 and associated legislation.

We are funded entirely by registration fees and operate independently of the States of Guernsey to provide impartial oversight. This independence is essential for safeguarding islanders' rights.

### **PURPOSE OF POST:**

- To undertake complaint intake and assessment duties, including reviewing complaints made under section 67 of the Law, 2017 and determining whether they meet the Authority's requirements for consideration.
- To provide a professional, compassionate and accessible point of contact for complainants, ensuring confidence in the Authority's processes and decisions.
- To contribute to the efficient operation of the Authority's enforcement function by progressing matters to a clear and consistent outcome in accordance with operational strategies, policies and procedures.
- To resolve complaints and/or compliance matters on a consensual basis where appropriate.

### **KEY RESPONSIBILITIES**

- Review complaints submitted to the Authority and assess whether they meet the requirements of an approved complaint under section 67 of the Law and relevant Authority policies.
- Assess complaints and intelligence received to determine the most appropriate course of action, including closure at intake, referral to another body, informal resolution or escalation for formal investigation.

- Engage with complainants, organisations and representatives by telephone, in writing and in person to clarify issues, obtain information and facilitate timely resolution.
- Manage expectations sensitively and professionally, particularly where individuals may be distressed, dissatisfied or vulnerable.
- Explain legal concepts, regulatory decisions and complaint outcomes in clear, practical and accessible language.
- Achieve positive outcomes through informal engagement, advice, education, voluntary commitments and other early-resolution measures.
- Apply established assessment criteria including risk, severity of impact, public interest and likelihood of future contraventions when determining complaint outcomes
- Prepare correspondence, case summaries and recommendations to support decision-making and complaint handling.
- Create, maintain and update records within the Authority's case management system, ensuring accuracy and completeness.
- Monitor statutory and operational timescales and ensure complaints are progressed promptly and efficiently, escalating to leadership where concerns arise.
- Identify trends, recurring issues and emerging risks arising from complaints and communicate these to colleagues and leadership as appropriate.
- Assist in managing administrative and operational tasks that support the effective running of the Compliance and Resolution team.
- Attend internal meetings and represent the Authority at events, stakeholder meetings and outreach activities where appropriate.

## **PERSON SPECIFICATION**

This role will require a criminal records check, namely a 'Basic Disclosure' as part of the recruitment process. A Basic Disclosure is obtained from the Guernsey Vetting Bureau and will be requested, after selection, from the successful applicant only.

A candidate should demonstrate the following qualifications, skills, competence and/or qualities:

### **Essential Requirements:**

- Excellent communication skills, both written and oral.
- Excellent customer service skills and the ability to deal with members of the public and professionals in a highly professional, courteous and efficient manner, including in emotionally challenging circumstances.
- Strong interpersonal skills with the confidence and empathy required to communicate with distressed, frustrated or vulnerable individuals.
- A methodical, accurate and organised approach to work, with the ability to manage multiple cases and competing priorities.
- An ability to assess information objectively, exercise sound judgement and reach balanced and evidence-based conclusions.

- An ability to grasp legal concepts and explain them clearly and simply to non-specialist audiences.
- Experience of handling enquiries, complaints, disputes or customer-facing casework, with an ability to manage expectations diplomatically and handle sensitive matters with integrity, professionalism and confidentiality.
- Strong administrative and IT skills, including experience maintaining accurate electronic records.
- An ability to work with minimum supervision and take a proactive approach to achieving objectives.

**Desirable Requirements:**

- Knowledge of data protection and information rights legislation.
- Experience working in a regulatory, compliance, complaints-handling, ombudsman or public-sector environment.
- Experience undertaking complaint assessment, triage or intake functions.
- Experience of dispute resolution, mediation or informal problem-solving, including working with vulnerable, distressed or challenging service users.
- Experience communicating legal, regulatory or policy decisions to members of the public.
- A basic understanding of risk assessment and public-interest decision-making.
- A basic understanding of information security and cyber risk.