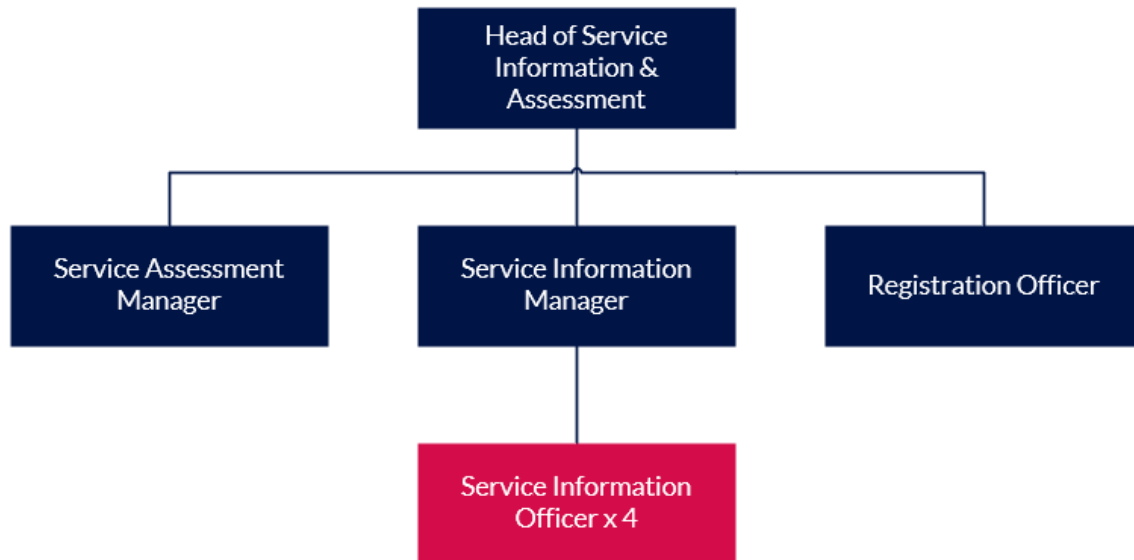


JOB STATEMENT

Service Information Officer

This statement is for guidance only and does not form part of any contract of employment.

Department organisation chart



Job purpose

Gather information about phone-paid services from consumers, through monitoring, from our internal databases, and through contact with the providers of the service or any other relevant body, to enhance our understanding of how each services operates. Work closely with the Service Assessment Team, sharing knowledge gathered about services to support case assessment work.

Core duties

- Gather intelligence from consumers, either via telephone conversations, contacts logged via our website, online interaction, or through email communication, about their interactions with a service.
- Signpost consumers where appropriate, as well as provide consumer education about our role as a regulator, or the operation of phone-paid services more generally.
- Make requests for information to Service Providers to understand how a consumer has interacted with the service.
- Use initiative and effective questioning techniques to gain a comprehensive understanding of how a service operates.

- Maintain accurate records of all contact with stakeholders (both consumers and the industry), as well as any additional information received, through the efficient use of our data management system (CRM).
- Carry out robust monitoring of services, including mystery shopping, creating appropriate records or reports which can be used in case assessment or investigations work as required.
- Undertake project work, or any other duties, to assist information gathering or case assessment work as required.

Knowledge, Skills & Experience

- An exceptional communicator, able to communicate clearly face-to-face, over-the-phone, or via email.
- Proactive, and uses initiative. A quick learner, who enjoys learning about new services and technologies.
- Excellent attention to detail, in both reviewing and recording information.
- Resilient; able to remain calm and professional under pressure. Displays emotional self-control and maintains a positive outlook even when having difficult conversations.
- Able to multi-task with ease and successfully prioritise workload.
- An excellent team player who understands that by sharing information, working together and supporting each other we all achieve more.
- Intermediate to advanced Microsoft Office skills (Word, Excel, Power Point, Outlook) and accurate touch-typing ability.
- Minimum, GCSE Levels at grade C and above including Maths and English (or equivalent).
- Experience of working for a regulatory body welcome.