College of Policing

Working together
to keep people safe

College of Policing
Central House
Beckwith Knowle
Otley Road
Harrogate, HG3 1UF

0800 496 3322
contactus@college.pnn.police.uk
college.police.uk

Date: 04/02/2020
Our Reference: FOIA-2021-007

RE: Freedom of Information Act 2000 Request

I write in response to your Freedom of Information Act 2000 (or 'FoIA 2000') request dated 25/01/2020:

"Can you please outline the job roles/titles of those with IT administrator privileges within the organisation? By IT administrators, I mean the roles that are employed in a capacity in order to administrate College of Policing staff IT accounts on a day to day basis (i.e, helpdesk staff etc)."

When a request for information is made under FoIA 2000, a public authority has a general duty under section 1(1) of the Act to inform an applicant whether the requested information is held. There is then a general obligation to communicate that information to the applicant. If a public authority decides that the information should not be disclosed because an exemption applies, it must, under section 17(1) cite the appropriate section or exemption of the Act and provide an explanation for relying upon it.

It is important to note that a freedom of information request is not a private transaction. Both the request itself and any information disclosed are considered suitable for open publication, that is, once access to information is granted to one person under the legislation, it is then considered public information and must be communicated to any individual should a request be received. In light of this, our responses and disclosures are published on our external website at a later date. This should be borne in mind where a request is made for personal data of named individuals.

Decision

After conducting careful searches for any information relevant to your request I can confirm that we hold the information you have requested. Please find the attached disclosed documents which answer your request.

I trust this letter answers your questions. Your rights are provided in **Appendix B.**

Yours sincerely,

James Rose - Legal Services
Information Management and Legal Team
College of Policing

Email: **FOI@college.pnn.police.uk**
Website: **www.college.police.uk**

Appendix A
Rights

If you are dissatisfied with the handling procedures or the decision of the College of Policing made under the Freedom of Information Act 2000 (the Act) regarding access to information you can request that the decision is reviewed internally.

Internal review requests should be made in writing, within **forty (40) working days** from the date of the refusal notice, and addressed to: FOI team, Central House, Beckwith Knowle, Otley Road, Harrogate, North Yorkshire, HG3 1UF or email: FOI@college.pnn.police.uk

In all possible circumstances the College of Policing will aim to respond to your request for internal review within **20 working days**.

The Information Commissioner

If, after lodging an internal review request with the College of Policing you are still dissatisfied with the decision you may make application to the Information Commissioner for a decision on whether the request for information has been dealt with in accordance with the requirements of the Act.

For information on how to make application to the Information Commissioner please visit their website at https://ico.org.uk/for-the-public/official-information/.

Alternatively, write to:
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Phone: 0303 123 1113

Job Description

Job Title	**Customer Contact Centre Team Leader**	Reporting to	**Customer Contact Centre Manager**		
Position	50031866, 50031867	Tier	4	Grade	2A

Purpose
Lead and performance manage a Customer Contact Centre team when on duty in providing the first point of contact for all College members and internal and external customers, receiving, processing and resolving all enquiries in a customer-centred and efficient, timely and comprehensive manner to promote a professional and positive image of the College and its services which puts the customer at its heart.

Accountabilities	
1.	Coordinate and develop a Customer Contact Centre team, providing effective leadership, coaching and performance management and taking appropriate action where individual performance deviates from requirements, to ensure customer-centric services are delivered consistently to agreed standards, business and operational processes and Service Level Agreements.
2.	Plan the activities of and schedule and deploy Customer Contact Centre team members to best match availability against predicted demand and availability of supported systems throughout each day/shift whilst balancing tasks fairly to minimise pressure on individuals, aid long-term effectiveness and support career development.
3.	Continually monitor team availability and the quality of customer service delivery against KPIs and Service Level Agreements throughout each duty, taking action to identify and address successes, shortfalls, risks and opportunities, ensuring Team Members provide appropriate first level support and work with them to resolve any issues, referring to second and third level support when relevant.
4.	Take charge of escalated serious and complex incidents reported by customers, channelling requests for help to appropriate functions; identifying, directing and monitoring implementation of rectification solutions; keeping customers and stakeholders appraised of progress; and confirming timely restoration of full service, to enable customer expectations to be met in accordance with service standards.
5.	Contribute to the maintenance of the inventory of equipment supported by Information Services, Customer Contact Centre call logs and documentation on support systems and software for aiding fault and problem resolution to ensure that information available to the team is up-to-date, comprehensive and readily available.
6.	Review systems and processes regularly, and identify and resolve problems, risks and issues which may affect the successful delivery of first line support to users, to ensure that Service Level Agreed standards are achieved and continually improved.
7.	Provide accurate and up-to-date management information statistics to inform the decision making process within Customer Services and across the College, including departmental update reports and gathering and analysing 'Key Performance Data'.

8.	Monitor resolution of customer requests by Team Members to ensure full compliance with corporate policies and the correct management and maintenance of stakeholder information in accordance with data protection and Information Services protocols.

Dimensions	
People Management	▪ Customer Contact Centre Advisers and Agents, numbers varying by shift, day and time
Budget £	▪ Nil
Other	

Impact	
Key indicators of success	▪ Customer incidents and requests handled in line with expectations, operational and Service Level Agreements ▪ Effective management and deployment of Customer Contact Centre Team Members ensuring business needs are achieved ▪ Develop a multi-skilled team ensuring adaptability and the continuation of service provision ▪ Continuous review and development of systems and processes to ensure they remain fit for purpose and efficient. ▪ Forge good relations and manage the interdependencies across Customer Contact Centre teams, monitoring internal and external customer satisfaction in order to safeguard high standards of service provision. ▪ Accurate and timely provision of management information reports

Essential Criteria – Training and Qualifications

- Level 4 qualification (e.g. HNC, BTEC Professional Certificate/Diploma, NVQ level 4) subject or extensive equivalent work experience
- GCSE Passes including English Language and Mathematics or equivalent qualifications

Essential Criteria - Experience

- Experience of developing strong working relationships with internal and external customers, establishing and maintaining positive working relationships and removing unnecessary barriers to service delivery
- Experience in managing Customer Support teams and Customer Contact Centre functions
- Experience of providing customer contact service for an IT department / functions
- Experience in work allocation and scheduling to ensure compliance with Service Level Agreements
- Proven experience in successful application of request, incident, problem and change management processes
- Experience in the production and analysis of statistics and management information.

Essential Criteria – Skills and Knowledge

- Passionate about providing high quality customer service
- Exemplary customer service skills with the ability to manage diverse and demanding customers across all levels

- Exhibit personal qualities and behaviours which demonstrate excellence in leadership and be a role model for others – being open to receive and give challenge and feedback; value diversity and difference; and to work as part of a team to get the job done
- Working knowledge and good practical understanding of Microsoft technology platforms, web technologies and audio-visual equipment
- Excellent written, verbal, and listening communication skills
- Expert in MS Office applications
- Demonstrable ability and in-depth understanding of good practice customer service principles and techniques
- Excellent standard of planning and organisational ability.
- Ability to prioritise own work and the work of others to ensure deadlines are met.
- Ability to work in a pressurised environment dealing with a range of tasks simultaneously

Desirable Criteria

- ITIL Foundation V3 and/or qualification in service management
- Microsoft Certified professional, or proven comparable experience
- Proficient in the management of change and improvement
- Knowledge of Data Protection and Freedom of Information legislation
- Experience in using software packages such as SAP, e-procurement and/or specialist policing systems
- Knowledge of UK policing environment and Police Services geography

Other Information

- Vetting level: NPPV3/SC
- Role contributes to the performance of the Customer Services team and flexibility is required to support the wider business need
- Must promote College of Policing Code of Ethics and Integrity principles
- May require occasional travel to all College of Policing locations
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Organisation Chart

See overall structure chart

Authorisation		Version	1.1
Prepared by	W Tucker, Organisation Design Lead	Date	13/01/16
Authorised	N Davey, Customer Services Manager	Date	22/01/16

Job Description

Job Title	**Customer Contact Centre Adviser**	Reporting to	**Contact Centre Team Leader**		
Position	Generic	Tier	5	Grade	1B

Purpose

Act as the first point of contact for all College members and internal and external customers, receiving, processing and resolving all volume and complex enquiries in a customer-centred and efficient, timely and comprehensive manner to promote a professional and positive image of the College and its services which puts the customer at its heart.

Accountabilities

1.	Acknowledge, record and process all initial customer contacts and IT-related queries received into the Customer Contact Centre In boxes or by phone in a prompt, professional and timely manner, gathering all relevant information to resolve, escalate or redirect as appropriate and responding to the customer in line with Service Level Agreements (SLAs).
2.	Log and update all calls, emails and subsequent customer contacts on the CRM system to ensure records are kept up to date, active tickets are reviewed within five working days of previous update and customers are kept informed of progress, in accordance with SLA targets.
3.	Take ownership of customer incidents and second level IT service requests, liaising with Information Services, Digital Services, Membership and other College departments as appropriate, seeing them through to resolution whilst maintaining a positive and customer-focused approach to showcase professionalism by the College.
4.	Research, develop and maintain own subject matter knowledge, coaching team colleagues and providing accurate, up-to-date advice and support to customers to enable achievement of ITIL V3 Foundation Certificate in IT Service Management.
5.	Develop a good understanding of College business, products, locations and membership services to provide informed advice and guidance to members, clients and attendees.
6.	Contribute to the maintenance of the inventory of equipment supported by Information Services together with the logs of customer details, problems, and resolutions. Adhere to escalation procedures and respond to escalated customer calls in a timely manner.
7.	Adhere to College Security protocols including the proper identification of staff and customers alike before accessing customer details or processing requests such as password resets or challenge response codes.
8.	Regularly review and adhere to College Customer Contact Centre process and procedures to ensure that customer requests and faults are dealt with using the latest guidance and directives issued by College departments.

Dimensions	
People Management	▪ Nil
Budget £	▪ Nil
Other	▪ Service Level KPIs: ○ Initial response to customer: within 2 working days ○ Personal percentage of new calls logged: 70%+ per week ○ Personal resolve rate: 70%+ handled tickets per week

Impact	
Key indicators of success	▪ Customer Incidents and Requests handled in line with customer expectations and agreed service levels ▪ Weekly PDR targets met

Essential Criteria – Training and Qualifications

▪ Level 3 qualification (e.g. A-levels, NVQ level 3 in Business Administration / IT or similar) or extensive equivalent level experience in a related area
▪ GCSE passes in English Language and Mathematics or equivalent qualifications

Essential Criteria - Experience

▪ Previous experience of working in a Customer Contact Centre, IT Service Desk or in a customer-facing role
▪ Proficient in Information Technology terminology, systems and processes

Essential Criteria – Skills and Knowledge

▪ Passionate about providing high quality customer service
▪ Exemplary customer service skills with the ability to manage diverse and demanding customers across all levels
▪ Polite, friendly and professional telephone manner
▪ Computer literate and able to liaise with customers while inputting data accurately
▪ Ability to work quickly and efficiently to resolve queries
▪ Good practical understanding of Microsoft Platforms
▪ Good understanding of incident, problem and change management processes
▪ Excellent written, verbal, and listening communication skills
▪ Ability to multi-task and manage conflicting priorities while maintaining attention to detail

Desirable Criteria

▪ Experience of using Service Management call logging / CRM systems
▪ NVQ Level 2/3 in Customer Service or equivalent experience in Customer Contact centre or other customer-facing role
▪ ITIL V3 Foundation Certificate in IT Service Management
▪ MCP – Microsoft Certified Professional

Other Information

▪ Vetting level: SC/NPPV3
▪ May require occasional travel to all College of Policing sites
▪ Must apply and promote the College of Policing Code of Ethics and Integrity principles
▪ Posts will work full or part-shifts, Monday-Friday

Organisation Chart			
See overall structure chart			
Authorisation		**Version**	V1.1
Prepared by	Chris Geldart, Customer Contact Centre Manager	Date	06/10/15
Authorised	N Davey, Customer Services Manager	Date	22/01/16