**Independent Press Standards Organisation**

**Job Description**

Title Systems Coordinator

Department Operations

Reports to Systems & Office Manager

**Job Purpose**

The purpose of the Systems Coordinator position is to administratively support IPSO’s complaints, standards and arbitration functions in a personal, authoritative and efficient manner, in line with agreed protocols and timescales.

**Principal Roles and Responsibilities**

Assisting the Systems and Office Manager in the production of regular reports on the volume and progress of activity in the complaints, standards and arbitration functions;

Assisting the Systems and Office Manager in the development and maintenance of IPSO’s database and website;

Ensure that data recorded on IPSO’s database regarding complaints matters is accurate and complete by making weekly and monthly checks and produce statistical reports on complaints;

Ensure the IPSO members’ publications lists are accurate and up to date;

Advise members of the public on IPSO’s services and the Editors’ Code of Practice, referring them to Complaints staff for assistance where appropriate;

Working with the Senior Complaints Officers, record and respond to correspondence relating to complaints matters in line with agreed procedures and time scales;

Document, acknowledge and progress new complaints in accordance with agreed procedures and timescales;

Deputise for the Systems Handler responsible for the preparation of material relating to complaints investigations for the consideration of the Board/Complaints Committee, in accordance with agreed procedures and timescales;

Seek ways of improving the resilience, security and efficiency of all the systems related to IPSO’s work.

**General**

Comply with IPSO’s Health & Safety requirements;

Comply with IPSO’s Equal Opportunity Policy;

Fulfil obligations as set out in the contract of employment and follow IPSO’s policies as set out in the Staff Handbook;

Undertake any reasonable activity as required by the Director of Operations or the Senior Management Team.