

Data Protection Officer

ROLE AND PERSON PROFILE

Role Title	Department	Reports to
Data Protection Officer	Policy and Customer Standards Team	Head of Policy and Customer Standards

Role purpose

We take the privacy and data security of our customers, colleagues, and stakeholders very seriously. We have worked hard to develop robust processes and procedures to fulfil the requirements of data protection and freedom of information legislation.

The Data Protection Officer builds on this work to further enhance our data security and privacy arrangements, and contribute to the objectives and work of the Policy and Customer Standards Team.

Key responsibilities and accountabilities

- Lead on all data protection, freedom of information, and environmental information-related matters.
- Be the point of contact for all data protection and privacy-related queries, subject access requests, freedom of information, and environmental information requests, assisting colleagues in the resolution of such queries and liaise with relevant stakeholders such as the Information Commissioner.
- Provide regular performance reports for review by the Head of Policy and Customer Standards that identify themes and trends for data protection work, emerging risks, and service improvement recommendations for discussion at Committees.
- Ensure that strategies, policies, procedures, and documentation (including privacy notices) relating to data protection, privacy, and freedom of information are up to date, fit for purpose, and reflect regulatory requirements and best practice.
- Develop and deliver an annual programme of assurance to assess and report compliance against our procedures, identify weaknesses and recommend improvements.
- Identify and resolve privacy risks and requirements for key projects and business change initiatives and communicate these to stakeholders, as well as fostering a data protection culture by raising awareness and advocating privacy-by-design for all projects.

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- Manage and resource the timely completion of Data Protection Impact Assessments (DPIAs) and all information rights requests (including Subject Access).
- Work collaboratively with stakeholders across the business to help embed security and privacy principles, drive positive data-aware behaviours, and foster a data protection culture across the organisation.
- Create and coordinate the activity of a 'Data Champions Network' and deliver bespoke training across the organisation.
- Oversee the investigation of any data breaches or security incidents involving personal information, ensuring lessons are learned and control improvements are identified and implemented.
- Advise and make recommendations on the safe sharing of data with third parties, including drafting data sharing and data processing agreements and relevant contract clauses.
- Apply the Privacy and Electronic Communication Regulation (PECR) rules and ensure compliance of all internal and external communications.
- Carry out Legitimate Interests Assessments (LIA) and create Records of Processing Activities (ROPA).
- Keep track of any regulatory guidance and trends at national and EU levels, and communicate such changes to relevant business stakeholders and oversee timely implementation of the changes that are required.
- Contribute to the objectives of the Policy and Customer Standards Team

Generic Responsibilities & Accountabilities:

- Understand what is required of you and how your role contributes to the team and departmental priorities
- Regularly review your working practices to identify improvements that simplify processes and decision making
- Provide support to your Manager as and when required

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- Act fairly and respectfully when dealing with others
- Proactively contribute to the work of the whole team
- Work with your manager to regularly review your priorities, objectives, and timescales
- Take responsibility for delivering agreed outcomes on time and to standard, using your initiative
- Take ownership for complaints and issues, focusing on providing the right solution, keeping customers up to date with progress

Health and Safety and Equality and Diversity Responsibilities:

- Ensure adherence to relevant policies, procedures, regulations, and legislation relating to health and safety and equality and diversity.
- Ensure you understand your responsibilities for Health and Safety at work.

Budget and Resource Management Responsibilities:

- Understand the costs related to your role and ensure you choose the most efficient way to deliver your outputs
- Ensure compliance with GDPR and FOI Legislation

Any other reasonable duties assigned by your manager or another more senior manager in Bield

Key Relationships

	CEOs	Directors	Heads of Policy and Customer Standards	Managers	Peers
Within own function	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Outside own function	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
External to Bield	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Critical knowledge, skills, and experience required

Data Protection Officer

Knowledge/Experience

- Demonstrable work experience in a data protection capacity, including advising on privacy issues, Subject Access Requests, Privacy Notices and information sharing, within an organisation of similar size and complexity (Essential)
- Knowledge of and experience in the principles and requirements of the DPA 2018 and the General Data Protection Regulation (GDPR). (Essential)
- Experience in providing pragmatic, commercial, and creative solutions to aid compliance. (Desirable)
- Experience in proactively engaging stakeholders to facilitate buy-in and decision making (Essential)
- Experience in project management and implementing large-scale initiatives (Essential).
- Experience in the housing sector. (Desirable)

Skills /Abilities

- Excellent written and verbal communication skills. (Essential)
- Organised, able to manage workload within tight deadlines, self-motivated, and capable of working independently and as part of a team. (Essential)
- Track-record of working in an agile environment where you are expected to identify and develop innovative solutions to challenges. (Desirable)

Qualification

- Relevant Privacy and/or Data Protection certification (e.g. CIPP, ISEB Practitioner Certificate in Data Protection) or other relevant professional qualification. (Desirable)

Other:

- Demonstrate the Bield Housing & Care core values of
 - Honesty
 - Equality and Diversity
 - Ambition
 - Dignity
 - Integrity
 - Caring
 - Kindness