**What’s it all about**

**Governance and Risk Directorate / Data and Compliance**

**Data Compliance Officer**

As a Data Compliance Officer, you will play a crucial role in supporting the Data Protection Manager in achieving compliance with the UK General Data Protection Regulation (UK GDPR) and associated data protection legislation. You’ll act as a key adviser to the wider business, supporting operational teams with the implementation and maintenance of data protection best practices.

**How you’ll make a difference**

By ensuring that NHG’s data handling practices comply with legal and policy obligations, you’ll protect customers’ personal data and help us build trust. Your work will reduce data risks, improve our response to subject rights requests and breaches, and support NHG in meeting its legal obligations.

**How you’ll do it**

* Investigate and respond to security incidents, data breaches and data protection-related complaints.
* Manage and respond to subject access and other data rights requests within statutory timeframes.
* Act as first point of contact for business queries on all data protection issues, including DPIAs, data sharing agreements, and action plans.
* Develop and update internal data protection guidance for staff and deliver training across the organisation.
* Maintain key compliance logs, including breach and subject access request registers.
* Collate and analyse data protection performance metrics to contribute to senior reports.
* Support Information Asset Owners in delivering their data protection responsibilities.
* Undertake audits and risk assessments, sharing lessons and best practice across the business.
* Provide support to the Data Protection Manager on data protection projects.
* Work with business areas to develop and improve record keeping systems aligned with GDPR and internal policies.
* Ensure that you follow and keep up to date with all relevant NHG and statutory policies and related procedures including health and safety and financial regulations.
* Ensure that you follow and keep up to date with all relevant Notting Hill Genesis and statutory policies and related procedures including health and safety and financial regulations.
* Hybrid arrangements - at **least three days a week in an office**. On other days, working from home may be possible, depending on the work and the interaction required.

**All about you**

**Behaviours for success**

Our values set out what we stand for. You’ll need to show us how you match them and how you’ll behave to ensure those are visible when carrying out your work.

* Compassionate • Inclusive
* Progressive • Empowered
* Dependable

For each value, we’ve created example behaviours to help you understand our expectations in more detail. Please [refer to the framework](https://www.nhg.org.uk/media/npznkx1o/values-and-behaviours.pdf). This role is at **staff** level (delete as necessary).

**Essential knowledge, experience and skills including qualifications and professional membership**

**Essential**

* Experience in a data protection function.
* Proven experience investigating and resolving data protection breaches and complaints.
* Experience of handling data subject access requests.
* Working knowledge of UK GDPR and Data Protection Act 2018.
* Experience of developing and delivering training on data protection issues.
* Skilled in drafting DPIAs and data sharing agreements.
* Excellent organisational and planning skills.
* Strong communication skills, both written and verbal.
* Good knowledge of Microsoft Office (Word, Excel, PowerPoint) and Adobe Acrobat.
* Attention to detail and problem-solving abilities.
* Experience producing reports and metrics for internal stakeholders.

**Desirable**

* Experience working in a large, customer-facing organisation.
* Experience of housing associations or public sector environments.
* Experience of delivering or supporting data protection projects.
* Experience of audit or compliance monitoring.