

## Governance and Compliance – Data Protection

### What's it all about

Deputising to NHG's Data Protection Officer, you will be our main point of contact for regulatory support, guidance and advice on data protection policy, strategy and compliance for all areas of the Group.

You will also be the subject matter expert in relation to the application of Social Housing Tenants Access to Information Requirements (STAIRS), providing support, guidance and advice to the organisation.

You will support the Data Protection Officer in the development and delivery of our data protection strategy and lead the team to manage day-to-day data protection queries, ensuring compliance with the Data Protection Act 2018 and other relevant laws and regulations including being the day-to-day point of contact with the Information Commissioners Office.

You will provide advice and guidance in relation to regulatory risk implications of new projects and initiatives in areas relating to information governance including STAIRS as delegated to you by the DPO, ensuring compliance under relevant legislation.

### How you'll make a difference

You will support the DPO in ensuring a compliance culture of "privacy by design" is embedded across the Group and that awareness of compliance with the DPA and other applicable laws is raised.

### How you'll do it

#### Strategy

- Support the DPO to develop and deliver the data protection strategy and support on other information governance or privacy projects including STAIRS

#### GDPR and Data protection compliance

- Formal deputing for the DPO
- Manage day to day operations regarding GDPR and data protection compliance and Information Commissioner's Office (ICO), escalating to the DPO as required.

- Provide technical advice and expertise and manage the data protection team on day-to-day data protection and GDPR compliance.
- Lead on NHG responses to any data protection breaches, ensuring that the team deliver subject access request responses within statutory deadlines
- Ensure data protection policies and procedures comply with legislation, and meet business needs, regularly reviewing them in accordance with the policy framework.
- Support the DPO in the design, delivery and co-ordination of audit programmes to ensure GDPR compliance.
- Lead on ensuring enquiries from the ICO or recommendations by them for improvements are satisfactorily responded to within deadlines
- Maintain up to date registrations with the ICO and awareness of best practice as promoted by the ICO. Monitoring and annually reviewing any ICO notifications.
- Lead on the compilation of and regular review and maintenance of our Record of Processing Activities and completion of GDPR action plans.
- Regularly carry out a self-assessment of compliance against the ICO's accountability standard, formulating and leading of any actions plans
- Developing, reviewing and implementing appropriate procedures for dealing with data protection process including but not limited to data subject rights, managing consent, carrying out impact assessments and reporting against established performance metrics.
- Provide technical expertise and leadership in the implementation and ongoing management of STAIRS, ensuring full compliance with the agreed publications scheme. Oversee and respond to day-to-day queries relating to the application of STAIRS, offering clear guidance to stakeholders. Support the development of the Data Protection team by ensuring they maintain the necessary skills, knowledge and capability to effectively advise and support the business.

#### Management

- Lead and manage the data protection team including managing their work programme, full line management responsibilities and managing performance of the team.

#### Training

- Through the people development team ensure Notting Hill Genesis' data protection training is fit for purpose; that appropriate training programmes/materials are in place across the business to support ongoing data protection compliance, reporting against established KPIs across the business.
- Support the DPO on the development and implementation of training and education programmes which is tailored to meet the needs of all areas of the business, including establishing a network of "champions" across the organisation and ensuring regular communications and messaging is issued across the network.

#### Reporting

- Provide regular performance reports to the DPO, Group Board and or its committees as appropriate, Executive Board and the Directors Forum.
- Provide support to data protection and security management committee including reporting on data protection metrics on a regular basis.

#### General

- Ensure you follow the financial regulations, policies and procedures at NHG.
- Ensure that you follow relevant Health and Safety policies and related procedures, keeping up to date with changes and taking action to maintain personal health and safety and that of others.
- Ensure that you undertake any corporate responsibilities as required, including leading investigations and hearings in formal processes across the business.

#### Role accountabilities and top line deliverables

- Support the DPO to ensure a culture of "privacy by design" prevails at all times, ensuring compliance with applicable laws.
- Deputise for the DPO in their absence.
- Managing day-to-day data protection matters including investigating and assessing breach reports, managing data subject requests and being the day-to-day contact for the ICO

- Proactively engage the NHG in relation to data protection, providing support and guidance as required whilst ensuring compliance at all times.
- 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 two 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
- Progressive
- Dependable
- Inclusive
- Empowered

For each value, we've created example behaviours to help you understand our expectations in more detail. Please [refer to the framework](#). This role is at **manager** level.

This is a people manager role. Please [refer to our people manager standards](#).

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

- Extensive knowledge and experience of the practical application of data protection laws, the Data Protection Act 2018 and the GDPR and other relevant and applicable privacy laws.
- Good knowledge of the requirements of STAIRS.
- Experience working in organisations subject to Freedom of Information legislation or good working knowledge of the same would be desirable.
- Degree level educated or equivalent through relevant training or experience
- A recognised practitioner certificate in Data Protection (or equivalent)
- Experience of working in a large customer facing organisation such as a social housing provider or similar
- Proven experience of the development and implementation of data protection policies and procedures
- Proven experience of handling and responding to a high volume of complex subject access requests
- Demonstrable experience of engaging with the ICO on a day-to-day basis.
- Proven experience of putting in place data protection campaigns, forums, newsletters and other similar communications demonstrating proactive profile raising activity.
- Proven experience of managing data processing records, reviewing impact assessments (including DPIAs) and other data protection related matters.
- Experience of line management
- Knowledge of information security and information governance principles (desirable)
- Able to prioritise work in a fast-paced environment
- Self-motivated, able to work well without close supervision
- Self-starter with attention to detail and able to present information accurately and clearly, including reports to boards and committees
- Strong communication skills, able to foster productive working relationships with a range of stakeholders
- **Intermediate/** IT and systems skills including Microsoft office
- This role is subject to a criminal record check (CRB) issued by the disclosure and barring service (DBS)