shaw trust

Job Description

Job Title: **Group Data Protection Officer**

Reports to: **Group Head of Assurance and Risk**

Grade Band : **C**

Location: **Nationally – Remote working, travel expected.**

Purpose

The Data Protection Officer (DPO) reports to the Group Head of Assurance and Risk and has the overall responsibility for the ongoing implementation and delivery of the Shaw Trust Data Protection Policy, assuring compliance with the Data Protection Act 2018 and the General Data Protection Regulation, and other applicable data protection legislation and regulation.

The DPO also oversees the data privacy and data protection procedures and guidance notes, to ensure adherence to these policies by all the Trust 's business operations, and to make sure that the organisation processes Personally Identifiable Information (PII) of data subjects (employees, customers, volunteers, and other individuals) in compliance with its obligations.

The DPO will collaborate with other organisational units that are involved in processing personal data, such as Marketing, HR, Assurance, Standards and Technology Team and Front-Line Services to offer guidance and support and will be responsible for overseeing all Data Subject Requests (DSR) ensuring each DSR is fulfilled in accordance with legal obligations.

The DPO will represent Shaw Trust during all engagements with commissioners, other Providers, supply chain and customers when and as required.

Main Duties and Responsibilities

1. Ensuring compliance with the Data Protection Act 2018 and the General Data Protection Regulation
2. Being the named single point of contact (SPOC) for data protection for the Information Commissioner's Office (ICO), the National Health Service and all other commissioners and stakeholders which require a specific individual to be named and responding to any requests made by them.

3. Investigating potential and actual data protection breaches and incidents and ensuring that appropriate corrective and preventive actions are implemented.
4. Reporting breaches and incidents to interested parties, including the ICO and commissioners.
5. Where necessary, preparing Data Protection Impact Assessments and other Controller/Processor records.
6. Responding within the required timeframe to all Data Subject Requests (including interrogation of databases, email servers, recordings and all other repositories of personal data, including hard copies)
7. Owning and maintaining the Subject Request Register
8. Producing Privacy Notices for groups of data subjects, websites etc. and any other data protection-specific documents
9. Informing and advising the business on data protection requirements.
10. Providing advice and guidance on all new/existing systems/applications that are DP-centric (e.g., the call-recording piece)
11. Responding to any complaints or queries raised by data subjects.
12. Drafting and procuring Data Sharing Agreements from suppliers (where appropriate) and delivery sub-contractors
13. Completing a full audit of current data governance arrangements (strategy, framework, privacy notices and policies, processes, systems, and contracts) including all business functions and ensuring all align to the ISO 9001 QMS and 27001 ISMS.
14. Owning and maintaining the Data Inventory and Data Flows central record.
15. Working with the Group Head of Assurance and Risk and the Group Information Security Lead to design and implement a cross organisation data security governance framework.
16. Providing advice and guidance on all new/existing systems/applications that impact on data protection and/or PII.
17. Being a core member of the Group Security Forum and attending all its meetings, in order to contribute effectively to the Trust's Information Security Management System
18. Attending internal and external audits of the ISMS, as required
19. Owning and maintaining data protection control documents, ensuring compliance with legal and contractual obligations
20. Liaising with the Group Information Security Lead to ensure that data protection training for all the business functions is included in the Trust's Information Security Awareness Training module
21. Liaising with the Group Information Security Lead to ensure that data protection risks, and associated mitigations are identified on the Information Security Asset Risk Assessment and Treatment Register
22. Ensuring that data protection is placed at the core of day-to-day activities.
23. Providing assurance reports to the COO to share regularly to the Audit and Risk committee on the status of the business's data protection activities and

where required, report to the ICO and commissioners any events in which a data subject's rights have been affected.

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Other

1. To undertake any further training as identified in the Shaw Trust review procedures.
2. Ensure that safe working practices are followed in respect of COSHH and other Risk Assessment control measures.
3. Employees must comply with the provisions of 'The Health and Safety at Work Act 1974' and must take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts of omissions whilst at work. Employees are also required to co-operate with their employer to enable them to perform or comply with any statutory provisions. The Trust's efforts to promote a safe and healthy working environment can only succeed with the full co-operation of its employees.
4. To understand, comply with and promote Shaw Trust's safeguarding policy and procedures. It is the responsibility of all employees to make the working environment safe and secure for all. Everyone must adhere to the 5 Rs in relation to possible abuse: Recognition, Response, Reporting, Recording and Referral. The Trust can only ensure its dedication to the protection of vulnerable people with the full cooperation of its employees.
5. The Trust has a Diversity and Inclusion Policy and it is the responsibility of all staff to comply with this. The key responsibilities for staff under this Policy are set out in the Trust Code of Conduct.
6. To maintain the confidentiality about clients, staff and other Trust business. The work is of a confidential nature and information gained must not be communicated to other persons except in the recognised course of duty. The post holder must meet the requirements of the Data Protection Act at all times.
7. To maintain awareness of risk and to take personal responsibility for ensuring that the Trust is not unnecessarily exposed to risk. To report any issues or concerns relating to risk and the effectiveness of the Trust 's risk management arrangements.
8. Be aware of, promote and implement Shaw Trust's Risk, Quality and Information Security Management Systems.
9. To report to line manager, or other appropriate person, in the event of awareness of bad practice.
10. Recycle and manage energy within your environmentin line with Shaw Trust's Strategic aim to adopt green approaches and become carbon neutral.

This job description is intended to provide a broad outline of the main duties and responsibilities only. The post holder will need to be flexible in developing the role in

conjunction with the line manager. The post holder may be asked to carry out any other delegated duty or task that is in line with their post.

Person Specification **Job Title:** Insert Job Title (E=Essential D=Desirable)
SKILLS AND CORE COMPETENCIES
Technical competency (qualifications and training) • PECB Certified Data Protection Officer (CDPO) (E) • IAPP Certified Privacy Professional - Europe (CIPP/E) (D) • Demonstrable evidence of Continuing Professional Development (E)

Experience

- Relevant experience of working in Data Protection and/or Information Security. (E)
- Experience in developing, implementing, and enhancing data protection compliance programmes. (E)
- Strong experience in and understanding of data protection legislation and regulation (relevant legislation). (E)
- Monitoring and managing compliance with relevant legislation (E)
- Establishing and maintaining an appropriate data protection and privacy compliance programme. (E)
- Horizon scanning and ensuring the business is prepared for new legal and regulatory developments relating to data protection and privacy. (E)
- Escalating and reporting to senior management including Board / Audit Committee members. (E)
- Monitoring and managing adherence to relevant compliance controls, policies, and procedures. (E)
- Advising on all matters relating to data protection compliance under the relevant legislation including criteria included in Main Duties and Responsibilities above. (E)
- Managing and documenting personal data breaches and making reports to the ICO and/or other regulators and stakeholders. (E)
- Ensuring there is organisation-wide awareness of privacy obligations and appropriate training on data privacy obligations. (E)
- Good knowledge of Information Security practices. (E)
- Be the ultimate contact point internally and externally for all matters with respect to data protection. (E)
- Expert knowledge of data protection law and practices. (E)
- Experience in quantifying, managing & mitigating risk. (E)
- Experience in managing key messages to the Committee and Board Members. (E)
- Good knowledge of Information and Data Governance practices. (E)
- Ability to make fact-based decisions based on sound and logical rationale with a high level of autonomy. (E)
- Experience of managing controls in systems that collect and process personal data including customer management and HR systems. (D)
- Crisis response management experience. (D)
- Large scale change management experience (relevant to culture change and making the business data aware). (D)
- Experience in managing external communication both directly and indirectly. (D)

Skills and Attributes

- Excellent IT skills, including familiarity with Microsoft Office software and previous experience of working with databases.
- Ability to manipulate and translate complex data
- Excellent verbal and written skills and ability to communicate concisely and effectively and confidence to present at senior level .
- Strong commercial acumen and project management capability.
- Skilled in negotiating and influencing discussions in complex or difficult areas to achieve desired outcome.
- The ability to influence in a challenging environment
- Proven skills and success in developing effective relationships with a range of stakeholders
- Able to demonstrate success in producing efficiencies and increased outcomes against targets
- Ability to lead, taking a supportive and open approach with the ability to motivate and inspire.
- Excellent and proven people management skills
- Able to work effectively within a team (including cross-functional and across different organisations), as well as on own initiative
- Ability to motivate and coach develop a multi disciplinary team
- Understanding of our client group and the barriers our clients may face

Personal qualities, communicating and relating to others

- Excellent interpersonal, communication and presentation skills.
- Ability to work on own initiative, as well as in consultation and negotiation with senior managers and other stakeholders as required
- Able to demonstrate being highly organised, have good planning skills and be able to deliver to agreed target dates.
- Copes well in a rapidly changing environment
- Flexible, adaptable and innovative

Safeguarding

- Be able to display an awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults.
- This post requires a Disclosure and Barring Service Check at a Enhanced level

Other

- Have an understanding of and be able to demonstrate a commitment to Equal Opportunities and Diversity
- Ability to travel on behalf of the Trust as required
- Good understanding of disability issues
- Willingness to undertake travel throughout the UK, including occasional overnight stays