**Data Privacy Co-ordinator**

Your role is to provide administrative and other support as required, to ensure we maintain appropriate information governance procedures which comply with current data protection legislation and support the Privacy Officer and Data Privacy Manager, who is also the Data Protection Officer (DPO).

**What are my key responsibilities?**

* To assist the Data Privacy team with a range of tasks, to ensure compliance with the data protection legislation and best practice.

In particular:

* To act as a central point of contact for internal and external enquiries related to data protection.
* Daily management and action of email and letter correspondence for the Data Privacy team.
* Maintain accurate registers of all requests received and respond to all requests for information from customers and external organisations, along with managing day-to-day queries from colleagues, liaising with the Privacy Officer.
* Acknowledging all data subject and third-party disclosure requests.
* Assisting the Privacy Officer in the collation and redaction of information and the administration of responses.
* Assist the Privacy Officer with administrative tasks not limited to, privacy notices, data collection and retention, data sharing, data processing and data protection impact analyses.
* Assisting the Privacy Officer with maintaining a register of all processing activities, purposes of processing and the legitimisation criteria used.
* Assist in recording all reported information security breaches, including near misses.
* Maintain accurate records, draft team meeting agendas and minutes and update and manage work trackers and planners for the Data Privacy team.
* Assist in preparing reports and documentation related to data protection activities.
* Develop and maintain a comprehensive filing system, that is in line with our retention schedule, ensuring version control is used on policy and procedure documents.
* Assist the Privacy Officer in reviewing internal policies and procedures
* Drive improvements to administrative tasks to improve customer and colleague engagement.
* Provide guidance to colleagues were able or necessary and liase with the Privacy Officer and Data Privacy Manager.

To support the Data Privacy Manager with: -

* Supporting work relating to forthcoming legislation regarding Social Tenants Access to Information Requirements. Assisting the Privacy officer with managing, recording and responding to requests for information, as and when the need arises.
* Involvement in projects relating to data and information governance projects to deliver commitments in Our 2030 Plan on Data Driven Decisions.
* Assisting with tasks related to Data Governance accountability and compliance audits.

You will be expected to: -

* Learn about and maintain some up-to-date knowledge and basic understanding of Privacy Laws and best practices, including Data Protection Act, PECR, UK GDPR, Information Management and Record Management governance and ICO guidance, applicable to your role.
* Work flexibly to respond to changing priorities, including providing cover and support, for other team members across all types of data privacy work as and when required.
* Maintain and develop strong internal working relationships to ensure that any matters involving whg are dealt with efficiently and effectively.
* Review working practices on a regular basis ensuring continuous improvement and a high level of service to our customers and colleagues.
* Deliver against Key Performance Indicators and individual targets.
* Work in accordance with whg policies and procedures
* Act always in the interests of whg and its customers
* Actively promote and demonstrate whg’s values

**Relationships**

You will report to the Data Privacy Manager, and you will work across the organisation working with different teams and at various levels, as well as with customers and external organisations. You will work closely with the Privacy officer who will have day to day oversight of administrative tasks.

**Role Requirements:**

There are certain qualifications and experience that we are looking for to operate effectively, specifically:

* Grade 5/C or above GCSE in English
* Experience in in a similar role is desirable but not essential as training will be provided.
* A willingness to learn about the requirements of UK GDPR, Data Protection Act 2018 applicable to the role.
* Excellent interpersonal and communication skills.
* Experience of responding to data access and third-party disclosure requests is desirable.
* Fully competent in the use of IT systems.
* Excellent organisational, communication and interpersonal skills.
* Ability to work well under pressure and the ability to plan own workload to achieve targets and deadlines.
* The ability to work in a team environment and be supportive of others.
* Good numerical and written skills with excellent attention to detail.
* A positive flexible attitude with the ability to shift priorities.
* The ability to identify and resolve data protection issues and challenges as and when required.
* Strong understanding of confidentiality, with an ability to exercise tact and discretion.

You will have a confident and positive approach with the ability to remain calm under pressure and deal with difficult situations in an effective, professional and respectful manner.

**whg’s values and behaviours**

Our culture is underpinned by our values and behaviours that we expect all colleagues to display.

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| A blue circle with white hands in it  Description automatically generated | Trustworthy  You can rely on us. We are honest in everything we do. |
| A hand holding a shield  Description automatically generated | Accountable  Taking responsibility for our actions and owning the delivery of our promises. |
| A star on a blue circle  Description automatically generated | Excellent  Striving to be the best and delivering the best outcomes for customers and the organisation. |
| A yellow circle with a white outline of hands shaking  Description automatically generated | Respectful  Valuing people and treating everyone with empathy and fairness. |
| A pink circle with two people holding a heart  Description automatically generated | Collaborative  Achieving great things by working together. |