**Privacy Officer**

Your role is to establish and maintain appropriate information governance procedures which comply with current data protection legislation and support the Data Privacy Manager, who is the Data Protection Officer (DPO).

To act as deputy Data Protection Officer

**What are my key responsibilities?**

* To support the Data Privacy Manager and deputise as the Data Protection Officer (‘DPO’) for whg Group in their absence.
* Implement and oversee arrangements to ensure compliance with the data protection legislation and best practice, including managing internal data protection activities, assisting the DPO in training colleagues and conducting internal information governance audits. In particular:
* Ensure appropriate arrangements are in place relating to privacy notices, data collection and retention, data sharing, data processing and data protection impact analyses.
* Maintaining a register of all processing activities, purposes of processing and the legitimisation criteria used.
* Maintain registers of all requests received and respond to all requests for information from external organisations, along with day-to-day queries from colleagues.
* Drafting responses to all Subject Access requests relating to data protection for the DPO to review.
* Submit returns and reports to the Information Commissioner’s Office.
* Build, implement and maintain Data Governance standards and content, including Data Governance and Document Retention Policies, Information Classification Standards etc.
* Record all reported information security breaches, including near misses, and co-ordinate investigations into all reported breaches, ensuring that any required remedial action is implemented.
* Provide advice and guidance to colleagues.

To support the Data Privacy Manager with:-

* Implementing organisational-wide policies and processes to support forthcoming legislation regarding Social Tenants Access to Information Requirements along with well as managing, recording and responding to requests for information.
* Providing advice on data and information governance projects as part of a wider project team to deliver commitments in Our 2030 Plan on Data Driven Decisions which include the establishment of a data strategy for the organisation.
* Contribute expertise to projects that involve processing personal data and/or introduction of new IT systems, ensuring data security.
* Working with the Information Security Team to develop and maintain access management standards across whg including identification and responsibilities of data owners.
* Developing and maintaining Data Governance accountability and build a Data Champions Forum, as well as liase with external peers.

You will be expected to: -

* Maintain up-to-date knowledge and understanding of Privacy Laws and best practices, including Data Protection Act, PECR, UK GDPR, STAIRS, Information Management and Record Management governance and ICO guidance.
* 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. You will also be required to forge excellent relationships with external partners and stakeholders.

**Role Requirements:**

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

* A degree or relevant professional qualification.
* Recent experience in a similar role, with knowledge of the UK GDPR, Data Protection Act 2018, and PECR.
* Knowledge of ISO27001 framework and Cyber essentials.
* Experience of contributing to IT-related projects.
* Experience of investigating information security breaches and identifying and implementing actions to prevent further beaches
* Excellent interpersonal and communication skills.
* Experience of responding to Subject Access Requests.
* Experience of building and developing forums and networks of colleagues.
* Experience of presenting awareness and training activities relating to data privacy.
* Ability to provide practical advice and guidance to colleagues on data privacy issues.
* 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 flexible attitude with the ability to shift priorities.
* 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 | TrustworthyYou can rely on us. We are honest in everything we do. |
| A hand holding a shield  Description automatically generated | AccountableTaking responsibility for our actions and owning the delivery of our promises. |
| A star on a blue circle  Description automatically generated | ExcellentStriving 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 | RespectfulValuing people and treating everyone with empathy and fairness. |
| A pink circle with two people holding a heart  Description automatically generated | CollaborativeAchieving great things by working together. |