

Data Protection Manager (Full Time)

Report to:	Group Director, Central Services
Service Area	Data Protection Team, Central services
Direct Reports:	Data Compliance Officers (x2)
Indirect Reports:	Project basis
Why	<p>Role Summary:</p> <p>To:</p> <ul style="list-style-type: none"> • Promote robust data protection systems and practices within Notting Hill Genesis. • Design and co-ordinate/deliver audit programmes to ensure GDPR Compliance, working closely with the business and the DPO. • Provide proactive advice and support on data protection matters across the business • Co-ordinate Notting Hill Genesis' response to subject access requests. • Manage day to day operations regarding GDPR and data protection compliance and Information Commissioner's Office (ICO). • Lead and manage the data protection team including managing work programme, full line management responsibilities and managing performance of the team. • Develop data protection policies and associated procedures., on behalf of DPO • Ensure appropriate training programmes/materials are in place across the business to support ongoing data protection compliance. • Promote ongoing awareness across the business of data protection issues.
What	<p>Principal Accountabilities:</p> <ul style="list-style-type: none"> • Lead the development and delivery of Notting Hill Genesis' data protection strategy • Ensure data protection policies and procedures comply with legislation and meet business needs • Resolve ad-hoc queries and issues regarding data protection. • Co-ordinate (or assist in such) Notting Hill Genesis' response to any data protection breaches. • Ensure Notting Hill Genesis' data protection training is fit for purpose. • Ensure any business or system improvement requirements of the ICO are implemented. • Under the guidance of the DPO, ensure there is an effective audit programme to prepare the organisation for assessment and ongoing compliance with respect to GDPR. • Deliver audit programme for GDPR compliance for DPO. <p>The duties and expected outcomes:</p> <ul style="list-style-type: none"> • Ensure data protection policies and procedures are up to date and fit for

	<p>purpose.</p> <ul style="list-style-type: none"> • Ensure data protection team deliver subject access requests responses to within statutory deadlines. • Provide regular performance reports to the Directors Forum, Executive Board and the Group Board. • Provide weekly and monthly reports to DPO on data protection compliance. • Provide support to Information Management Steering Group (IMSG) and monthly reporting on GDPR compliance. • Ensure 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. • Actively work to help ensure that at least 95% of staff complete the on-line mandatory data protection training and that appropriate data protection training is provided across the business within key team. • Provide SME support to DPO and Data Protection team on data protection and GDPR compliance. • Responsible for the day to day management of the data protection team and admin support. • Assist Information and Data Asset Owners in maintaining Record of Processing Activities and completion of GDPR action plans. • Work with other areas of the business to ensure GDPR is embedded into key processes e.g. procurement, IT security, EDM, Information Strategy. 		
<p>Who</p>	<table border="1"> <tr> <td data-bbox="328 1021 917 2033"> <p>Experience (Technical)</p> <ul style="list-style-type: none"> • Proven experience in a data protection role in a large, customer facing organisation. • Development and implementation of data protection policies and procedures • Demonstrable experience of handling and responding to high volume/complex subject access requests. • Demonstrable experience of engagement with the Information Commissioner’s Office and the resolution of data protection complaints. • Responding to data protection breaches. • Line management experience. <p>Knowledge</p> <ul style="list-style-type: none"> • Detailed knowledge of data protection and data retention principles, practices and legislation. • Understanding of European Union GDPR and data protection regulations and their implications • Data protection issues in a digital </td> <td data-bbox="917 1021 1437 2033"> <p>Desirable Skill/Abilities (Nice to have) (This section enhances the quality of the candidate)</p> <p>Experience</p> <ul style="list-style-type: none"> • Demonstrable experience of providing data protection training to customer facing personnel. <p>Knowledge</p> <ul style="list-style-type: none"> • Information security and information governance principles and practices • Data/Information sharing protocols with partner organisations. <p>Skills</p> <ul style="list-style-type: none"> • Ability to conduct data protection ‘audits’ within the business. </td> </tr> </table>	<p>Experience (Technical)</p> <ul style="list-style-type: none"> • Proven experience in a data protection role in a large, customer facing organisation. • Development and implementation of data protection policies and procedures • Demonstrable experience of handling and responding to high volume/complex subject access requests. • Demonstrable experience of engagement with the Information Commissioner’s Office and the resolution of data protection complaints. • Responding to data protection breaches. • Line management experience. <p>Knowledge</p> <ul style="list-style-type: none"> • Detailed knowledge of data protection and data retention principles, practices and legislation. • Understanding of European Union GDPR and data protection regulations and their implications • Data protection issues in a digital 	<p>Desirable Skill/Abilities (Nice to have) (This section enhances the quality of the candidate)</p> <p>Experience</p> <ul style="list-style-type: none"> • Demonstrable experience of providing data protection training to customer facing personnel. <p>Knowledge</p> <ul style="list-style-type: none"> • Information security and information governance principles and practices • Data/Information sharing protocols with partner organisations. <p>Skills</p> <ul style="list-style-type: none"> • Ability to conduct data protection ‘audits’ within the business.
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	<p>services environment (eg customer portal, PCI Compliance).</p> <ul style="list-style-type: none"> • Familiarity with compliance auditing. <p>Skills</p> <ul style="list-style-type: none"> • Able to prioritise work in a busy office environment • Self-sufficient ,accurate work and works well without supervision • Proven ability to present information and statistics clearly, accurately and systematically • Proven ability to write professionally for a range of audiences • Proven ability to communicate across business streams and to influence and negotiate with technical and non-technical audiences. <p>Qualifications</p> <ul style="list-style-type: none"> • Degree level education or equivalent through relevant training/experience. • Practitioner Certificate in Data Protection (or equivalent). 	
Who	<p>Values:</p> <p>These are the core values we expect every employee to have</p> <ul style="list-style-type: none"> • Commitment to modelling the NHG values at all time • Commitment to the principles of equality, diversity and inclusion, treating everyone with respect in a non-discriminatory manner • Commitment to the belief that people can be supported to develop and achieve their goals 	
Spans of control	Environment:	
	Scope	
National Frame work in which we work	Safeguarding Responsibilities	<p>Notting Hill Genesis is committed to safeguarding and promoting the welfare of all adult customers and as well as the children staff may come into contact</p> <p>with whilst performing their work duties. Notting Hill Genesis expects all staff and volunteers to share this</p>



		commitment
	DBS Requirement	
	Information Security	Notting Hill Genesis is committed to maintaining the highest levels of information security across its business. Notting Hill Genesis expects all staff and volunteers to share this commitment and to diligently implement information security, confidentiality and data protection policies and procedures at all times.
	Health and Safety Management Information	Responsible for utilising MI information in the business to support managers with understanding and decision making.
Position	Level	
	Date Reviewed	