



Senior Data Protection Officer

Department:	Risk & Governance
Reports to:	Head of Risk Partnering & Operations
Direct reports:	0
Contract status	Permanent
Hours per week	35

Purpose of the role:

The purpose of the role is to:

- Provide thought leadership to the organisation in relation to data protection
- Lead the delivery of core components of the GDPR
- Design, implement and embed processes, tools and controls that provide compliance with data protection regulations
- Inform and advise of data protection regulations and any upcoming changes (including impact assessments)
- Monitor data protection compliance and performance
- Liaise with the supervisory authority and other external parties
- Understand business processes and highlight risks to data protection control framework

Key accountabilities:

- Devise, implement and monitor a control framework that complies with legislation and update as appropriate subject to changes in legislation.
- Develop, deliver and monitor a policy framework to support data protection and information security and undertake regular reviews to ensure compliance and identify any issues and remediation activities.
- Benchmark and assess Data Protection practice within the organisation against regulatory requirements, industry standards and best practice.
- Advise senior leadership, including the Board and its committees, on changes in regulatory requirements and the impact upon the organisation, potential privacy and data governance risks and impacts as well as making recommendations to manage any risks.
- Engage with key stakeholders and the wider business to ensure Data Protection legislation is understood. Including training, advising and supporting teams to understand their role in achieving compliance.
- Take a leading role in delivering OneFamily's GDPR Programme.
- Act as the nominated officer for OneFamily in the Data Protection register maintained by the Information Commissioner;
- Ensure that the Data Protection registration of OneFamily is current and that OneFamily is properly registered for the data it holds;
- Undertake systematic Data Protection Act compliance audits in accordance with

Information Commissioner's audit tool

- Ensure that the OneFamily complies with the Data Protection Act 1998 and related legislation and regulations (including upcoming GDPR compliance);
- Ensure organisational compliance, and conformance with the Data Protection Principles;
- Provide advice, guidance and direction on all data protection and IT security matters to senior management and Members of the Board of OneFamily, and provide comprehensive reports to the Board on OneFamily's compliance with the Data Protection Act and related provisions;
- Encourage the setting up of a Data Protection group with representatives from across the organisation;
- Ensure written information on Data Protection is available for provision to customers, end users and employees
- Develop and maintain processes for subject access requests for information by customers, end users and employees exercising their rights under the Data Protection Act;
- Maintain and update own knowledge of developments in Data Protection issues, information management and in records management systems;

Skills, knowledge & experience:

Regulatory/Legislation

- Previous experience of implementing GDPR.
- Detailed knowledge of the relevant statutory, regulatory and common law applicable to data protection and information security, including the Data Protection Act 1998 and related legislation and regulation.
- An appreciation of the impact of any legal or commercial decisions on regulatory best practice and reputational risk.
- An awareness of legislative and best practice change and its applicability to OneFamily in the area of data protection and information security.

Business/Commercial:

- Understand both short and long term business goals.
- A desire to understand the importance of robust best practice in when delivering practical solutions in data protection compliance and information security.
- Develops and maintains a working knowledge of the Company's policies and procedures whilst proactively advising on legislative changes or exposure to reputational and other risk.

Professional Knowledge and Qualifications:

- Hold a relevant professional relating to Privacy and Data Protection such as ISEB / BCS/ PDP / CIPPe, EU GDPR Practitioner (EU GDPR P) qualification (ISO 17024-accredited).
- Minimum of 2 years' experience in a data protection role.
- Expert knowledge of data protection law and good working knowledge of

information security principles and practices.

- Maintains up to date professional knowledge and expertise of the profession generally.

Systems Knowledge :

- Working knowledge of IS / IT network architecture; network relationship of systems, applications, and computers; data transfer protocols and storage; and IT security protocols. CISA certification an advantage.

Other Skills/Attributes:

- Ability to work under pressure to meet business critical deadlines and SLAs
- Ability to propose new solutions and to consider financial impact of proposed changes
- Strong customer focused skills; effective communications skills
- Excellent interpersonal and team player skills
- Action and results oriented and able to work under stressful conditions
- Analytical and able to apply structured approaches to problem solving
- Well-organised, good at prioritizing and attentive to detail
- Able to innovate and think out-of-the-box
- Very good time management skills and ability to work to strict timescales
- Enthusiastic and eager to learn
- Self-motivated and can work alone as well as in a team
- Flexibility and adaptability to rapid change
- Ensuring that processes and policy improvement meets and at times exceeds customer expectations
- Ensuring consistent delivery of quality solutions that meet operational deadlines
- Demonstrating accountability and see themselves as responsible for meeting customer expectations

Values behaviours:

Our values help define who we are as OneFamily. They come from the beliefs we hold, the way we behave and how we want to work together for our customers.

- Better together – sharing business knowledge to achieve positive business outcomes.
- Being innovative – encouraging experimentation and creativity.
- Champion the customer's needs – ensuring customers are at the heart of our commercial decisions.
- Doing what's right – proactively identifying and managing risk
- Being your best - being a role model and creating an environment in which my team can excel.

Our values are unique to our brand. They give us purpose and focus. They are vital in

helping us all 'do the right thing'. If we are confident that we are true to our values, then we can be sure that we are doing the best for our customers.

Leadership behaviours:

Embed and embody Family's essential leadership competencies, to drive the company forward and maximise people engagement.

Leading self: Be accountable, intellectually able, a role model for our Values, authentic in your leadership and deliver results.

Leading others: Resolve issues and make decisions, communicate confidently in different settings, empower others and develop talent, motivate and inspire and effectively manage relationships with internal and external stakeholders.

Leading the business: Lead change, challenging the status quo and bringing in new thinking, and demonstrate sound strategic thinking