

REGULATOR OF SOCIAL HOUSING ROLE PROFILE

Role	Head of Data Protection, Information Access, and Complaints	Directorate	Legal
Reports To	Assistant Director: Head of Legal and Company Secretary	Section	Legal
Post Reference		Grade	19

Purpose of the Role

The post holder will be the designated Data Protection Officer (DPO) for the Regulator of Social Housing (the regulator), appointed in accordance with and incorporating the functions and responsibilities set out in, the General Data Protection Regulation (GDPR) and the Data Protection Act 2018 (DPA 2018).

The responsibilities of the post holder will include ensuring that the regulator meets its obligations under GDPR, the DPA 2018, the Freedom of Information Act 2000, the Environmental Access Regulations 2004 and any other legislation made under the data protection or information access regimes.

The post holder will also be responsible for ensuring appropriate destruction of personal data and other information in accordance with regulator's data retention policy, and for assisting in the selection of records for permanent preservation in accordance with the Public Records Act 1958.

In addition, the post holder will be responsible for the management of the regulator's external complaints process.

Main duties and key accountabilities

1. Lead on and be responsible for the regulator's compliance with its legal obligations in relation to data protection, information access and complaints,
2. Provide information and advice on the regulator's obligations under the data protection and information access regimes, including information and advice in relation to arrangements with third parties, and be a key point of contact for staff within the regulator in relation to data protection and information access
3. Inform, advise and assist in relation to the development and maintenance of the regulator's policies, systems and templates on data protection, information access and document retention, ensuring they are regularly updated to reflect changes in legislation, and monitor compliance with those policies, to prepare regular/exemption reports as required, and recommend appropriate actions to the Executive Group and/or Board
4. Inform and advise the regulator on the conduct of, and where required carry out, data protection impact assessments, personal data and other information audits, and other monitoring and compliance activities, including the identification of information to be transferred to the public records office
5. Monitor compliance with data protection and information access legislation, to prepare regular and exemption reports and recommend appropriate actions to the Executive Group and/or Board
6. Develop and maintain the regulator's Publication Scheme, in line with the requirements set by the Information Commissioner's Office
7. Oversee responses to requests made to re-use public sector information in accordance with the Public Sector Information Regulations 2015
8. Co-operate with officers responsible for information security within the regulator as appropriate

Main duties and key accountabilities

9. Co-operate with the relevant supervisory authority, and act as the contact point for the supervisory authority on issues relating to processing of personal data or the disclosure of information
10. Raise awareness and provide training to staff on data protection, information access and the regulator's document retention policy
11. Liaise with the Regulator's sponsor department as appropriate, and attend and contribute to cross-governmental data/information working groups as appropriate
12. Co-ordinate and oversee the regulator's responses to personal data requests and to requests for information, including advising and liaison with information owners, and establish frameworks to ensure compliance with statutory timescales for responses
13. Conduct internal reviews of the regulator's responses to data access or other personal data requests and to requests for information
14. Inform, advise and assist in relation to the development and maintenance of the regulator's complaints policies, and monitor compliance with those policies (including published timescales for responses), to prepare regular/exemption reports as required, and recommend appropriate actions to the Executive Group and/or Board
15. Coordinate and oversee the regulator's responses to stage 2 complaints about the conduct of the regulator
16. Provide advice, assistance and support to the Referrals & Regulatory Enquiries team and to members of the legal team where required
17. Assist with performance reporting in areas related to the role (e.g. supplying data on compliance with statutory requirements etc.)
18. Ensure that appropriate records are kept in relation to all areas of the role
19. Undertake supervisory and line management responsibilities for staff undertaking complaints, data protection and information access work
20. Undertake any other duties and responsibilities as may reasonably be required

Working Relationships and Contacts

External Relationships:

- MHCLG
- Registered providers
- Members of the public

Internal Relationships:

- Board Members
- Executive team
- Officers across the Regulator, including operational teams and administrative staff

Role Requirements

Qualifications

Essential:

- Educated to degree level in a relevant subject (such as law) or equivalent experience

Desirable:

- Recognised qualification(s) in information rights and/or data protection
- Recognised qualification(s) in and/or complaints handling and/or customer service

Role Requirements

Knowledge, Skills & Experience

Essential:

- Thorough and up to date expert knowledge of, and experience in, all relevant law relating to data protection sufficient to comply with GDPR expectations of DPOs
- Thorough and up to date expert knowledge of, and experience in, all relevant law relating to information access, including a good knowledge of the law of confidentiality, and equalities and discrimination law
- Knowledge and experience in complaints handling
- Self-motivated and able to plan and manage workload effectively, with proven record of ability to meet deadlines and to manage competing demands
- Excellent written and verbal communication skills
- Ability to effectively influence (directly and indirectly) key individuals to achieve desired outcomes, including the ability to challenge where appropriate, and to co-operate well across disciplines
- Excellent record keeping and organisation skills
- Good computer and data systems literacy, and the ability to keep skills in this area up to date.
- Ability to manage a small team
- Resilience when dealing with members of the public in situations of stress

Desirable:

- Experience within a rapidly changing organisation and/or rapidly changing policy environment.
- Experience of working within the public sector
- Knowledge of the legal framework in which an arm's length body operates

General Responsibilities

- To adhere to RSH's equality and diversity and equal opportunities policies in all activities and to actively promote equality of opportunity
- To be responsible for your own health and safety and that of your colleagues and all others in the workplace, in accordance with RSH Health and Safety policies
- To demonstrate RSH core values in all working relationships within the workplace
- To work in accordance with RSH Data Protection Policies and adhere to RSH Freedom of Information policies where appropriate
- To undertake such other duties as may be reasonably expected