

## REGULATOR OF SOCIAL HOUSING ROLE PROFILE

<b>Role</b>	Data Protection, Information Access, and Complaints Officer	<b>Directorate</b>	Legal
<b>Reports To</b>	Head of Data Protection, Information Access, and Complaints	<b>Section</b>	Legal
<b>Post Reference</b>		<b>Grade</b>	16

### Purpose of the Role

The post holder will be responsible for managing the responses to information requests made to the Regulator of Social Housing (the regulator) under the General Data Protection Regulation (GDPR) and the Data Protection Act 2018 (DPA 2018), Freedom of Information Act 2000, and the Environmental Information Regulations 2004 and to requests to re-use information.

The post holder will also be responsible for maintaining and developing the data retention register and for the preparation and transfer of records for permanent preservation to the National Archives in accordance with the Public Records Act 1958.

In addition, the post holder will be responsible for the day to day administration of the external complaints process and for preparing responses to complaints about the regulator.

The post holder will report to and generally support and assist the Head of Data Protection, Information Access, and Complaints.

### Main duties and key accountabilities

1. Assist the Head of Data Protection, Information Access, and Complaints to ensure that the regulator complies with the relevant statutory requirements
2. Lead on the management of the Information Governance Officer and the DPIAC systems, maintaining and developing systems as required
3. Ensure requests for information are responded to appropriately and within timescales, taking responsibility for collating responses from information holders
4. Liaise with information holders to retrieve requested personal data and/or other information, to consider applicable exemptions or exceptions, and to consult third parties where necessary and prepare responses
5. Liaise with the Information Commissioner's Office (ICO) in response to complaints or enquiries and with the regulator's external complaint review provider as necessary
6. Maintain the regulator's information request database(s) and other database(s)
7. Liaise with information holders and with the National Archives around the preparation and transfer of records for permanent preservation
8. Work with the Head of Data Protection, Information Access, and Complaints to contribute to and support with:
  - the development and maintenance of the team and the regulator's policies, systems and templates in relation to data protection, information access, document retention and complaints, and in relation to monitoring compliance with these
  - the development and maintenance of the regulator's Publication Scheme
  - data protection impact assessments, due diligence checks for procurement, personal data and other information audits
  - provision of training, assistance, advice and support

### Main duties and key accountabilities

9. Act as the first contact point for internal and external queries regarding the complaints process
10. Contribute to writing guidance and delivering training to ensure staff within the regulator understand their responsibilities for DPIAC
11. Contribute to the delivery of projects to improve and further develop DPIAC processes and procedures within the regulator
12. Undertake independent internal reviews and draft or assist in drafting responses (to be sent by the Chief Executive) in relation to stage 2 complaints about the conduct of the regulator
13. Undertake any other duties and responsibilities as may reasonably be required

### Working Relationships and Contacts

#### External Relationships:

- Registered providers, the ICO and external complaint review provider
- Members of the public.

#### Internal Relationships:

- Executive team
- Officers across the regulator, including operational teams and administrative staff.

### Core Job Skills

#### Qualifications

##### Essential

- A degree or equivalent UK level 6 qualification or five years experience in a relevant role.

##### Desirable:

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

#### Knowledge, Skills & Experience (Essential):

- Up to date knowledge of, and experience in, responding to rights requests and the law relating to data protection
- Up to date knowledge of, and experience in responding to rights requests and the law relating to information access, including some knowledge of the law of confidentiality, and equalities and discrimination law
- Self-motivated and able to plan and manage workload effectively, with proven record of ability to meet deadlines and to manage competing demands
- Experience of working in customer service or complaints handling
- Excellent written and verbal communication skills
- Ability to effectively influence (directly and indirectly) others 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
- Resilience when dealing with members of the public in situations of stress
- Public sector experience would be an advantage;

### 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.

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