

# Housing

Ombudsman Service



**Data Protection Adviser**  
Candidate information pack

# The Recruitment Process

Enclosed within this document you will find:

- Overview of recruitment process
- Indicative timetable for the recruitment process
- The role profile for the Data Protection Adviser – job profile and person specification
- Benefits

Our website [www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk) has details about what we do and how we do it.

The following corporate publications may be of interest and can be found under the Corporate Information menu, under Publications on our website:

- Business Plan 2022-23
- Corporate Plan 2022-25
- Annual Report and Accounts 2020-21

We hope that you decide to apply to this key role within our organisation.

To apply, please upload your CV and a supporting statement that demonstrates that you have the essential knowledge and experience specified in the Person Specification.

Please note that once you have pressed "submit", you should receive an email acknowledging receipt of your application. If you do not receive this email, please contact us to check that your application has been received.

Candidates who are short-listed will be asked to complete an ability exercise and asked to attend a short-list interview of up to one hour. It is likely that this interview will be conducted remotely (via MS Teams).

### Indicative Timetable

Closing date for receipt of applications:	23.59 on Monday, 18th April 2022
Short-list interviews:	Week commencing 2nd May 2022

Throughout the process, we will advise you about the outcome of your application at the earliest opportunity.

If you have any questions, please contact Jonathan McIntyre, Managing Director of CJA Group, our advising consultant on 020 7588 5407 or via [jmm@cjagroup.com](mailto:jmm@cjagroup.com)

# Job Description

**Position:** Data Protection Adviser

**Accountable to:** Data Protection Manager

**Working relationships:** Leaders / Managers / Dispute Resolution Team / Corporate Services Teams / Data Protection Champions. DLUHC. Other Ombudsmen, ICO.

**Purpose:**

- Support the Data Protection Manager (DPM) in relation to compliance with data protection and freedom of information legal and policy obligations.
- Deputise for the DPM as required.

### Key Responsibilities

- Keeping up-to-date with data protection and Freedom of Information legislation and ICO guidance.
- Assist the DPM with responses to Freedom of Information and Data Protection Act requests so that we respond appropriately and in time.

### To support:

- Specific elements as delegated by the DPM of service wide information governance and associated plans.
- The DPM in the creation of appropriate training materials and resources for the organisation.
- The DPM in planning and implementing communications to ensure all staff are aware of their obligations in relation to Information Security and of changes to legislation.
- Policies, guidance and process relating to the maintenance of information asset registers.
- To promote the benefits of information security and the ownership of privacy risks.
- To proactively identify, record and escalate privacy risks and support on Data Protection Impact Assessments.
- To provide advice in the first instance on Information Security queries from the teams and escalate to the DPM as appropriate.
- To act as a point of triage for incidents reported and assess and escalate to the DPM as appropriate.
- Be an active member of the team, identifying opportunities for your own development.
- Contribute to the good and efficient working of the team in delivering against the business plan.
- Work with the Data Protection Champions to promote best practice across the organisation.

- Assisting with knowledge and information management across the organisation, and work with Corporate Services to identify IT and Cyber Security needs.
- A flexible approach to the role and job requirements.

### **Standards applicable to role**

Compliance with statutory role, values of HOS, applicable HR / finance and management standards.

### **Working Context**

Fully working from home with occasional travel and external stakeholder management events.

# Person Specification

## Knowledge and Skills

- Proven ability to apply GDPR and Data Protection Act 2018 to meet business objectives.
- Detailed knowledge and understanding of the practical consequences of the GDPR and DPA 2018.
- Knowledge of information security principles.
- Demonstrable ability to communicate effectively in a variety of formats with all levels of colleagues and stakeholders.
- Proven ability to reach a decision following an investigation of a breach of the DPA:
  - Establishing the facts and assessing the evidence;
  - Reaching supportable conclusions;
  - Making appropriate, proportionate recommendations;
  - Acting on findings and recommendations in line with guidance and standards to ensure recommendations are implemented and learning is fed back.
- Experience of maintaining key documents such as plans, strategies, risk registers and briefings.
- Experience of creating or delivering training.
- Good resilience and proven experience of working well under pressure.
- Committed to good quality service and value for money.
- Strong IT skills including use of Microsoft Office applications.

### **Equality and Diversity**

All employees must uphold the standards set out in the organisation's Equality and Diversity Policy in respect of promoting equality of opportunity, diversity and inclusion.

### **Health and Safety**

All employees are required to ensure their own actions reduce risks to health and safety for themselves and colleagues and that health and safety requirements are met in areas of responsibility as set out in the organisation's Health & Safety Manual.

***This role profile is not exclusive or exhaustive. It is intended as an outline indication of the areas of responsibility and may be amended in light of the changing needs of the organisation.***



# Benefits

## Rewarding career, rewarding benefits

In addition to a basic salary of £36,588 per annum, you will also receive a benefits package including:

- Local Government Pension Scheme – Opportunity to join the Local Government Defined Benefit Pension Scheme.
- Healthy work/life balance – We recognise and respect that our people have a life outside work and they value flexibility. In addition to a 35 hour working week, we offer we offer home working, hybrid working and office working.
- Generous annual leave – Minimum of 25 days holiday, rising after four years of continuous service, plus eight statutory bank holidays and three paid Christmas closure days.
- Commitment to health and wellbeing – Free onsite gym and shower facilities, cycle to work scheme, free yearly health check-up, employee assistance programme, access to CSSC Sports and Leisure website, discounts on days out, restaurants and high street shopping, contribution towards eye-tests and glasses.
- Season ticket loan – Interest free public transport ticket loan.
- Commitment to ongoing development – Payment of professional memberships fees and regular training workshops.
- Location – Within walking distance of Underground and DLR stations, waterside location near Canary Wharf Shopping Centre and various bars, cafes and restaurants.



*"I joined the service because I relish the opportunity to make a difference every day"*

Richard Blakeway - The Housing Ombudsman

