

Housing

Ombudsman Service



**Digital and Data
Manager / DPO**
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 Digital and Data Manager
 - job profile and person specification
- Benefits

Our website 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.

Candidates who are short-listed will be asked to carry out online assessment and an interview, including presentation, with the Housing Ombudsman Service. It is likely that these interviews will be conducted remotely (via MS Teams).

Indicative Timetable

Closing date for receipt of applications: 23.59 on Sunday, 11th September 2022.

Note: Following unprecedented levels of interest in our vacancies, we reserve the right to close the role early.

Short-list interviews: 28th, 29th and 30th September

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

Application Process

Our application process is anonymised. Submitting an application is a two stage process:

- 1) Stage 1 - create an account. This largely focuses on the information that you would include in your CV.
- 2) Stage 2 - upload and submit your supporting statement.

Please note that once you have submitted your application for a specific role, that application for that role cannot then be changed. Any changes you make to your account will be reflected in any subsequent application you choose to make.

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.

Job Description

Position: Digital & Data Manager / Data Protection Officer

Working pattern: 2 Year Fixed Term Contract

Hours: 35

Location: Home-based or hybrid

Overall purpose of the role

Reporting into the Head of Corporate & Information Governance, the postholder is responsible for ensuring the organisation's compliance with Data Protection laws, monitoring adherence to FOI / EIR compliance, and ensuring data / cyber security and information governance / IT support across the organisation.

Responsible for the management of a team of Data Protection Assistants and IT Support Officers, the post holder is responsible for collaborating with key stakeholders, suppliers and regulatory agencies in the digital and data field.

As the organisation's Data Protection Officer the role will act as the point of contact for providing advice to staff and senior management including the Senior Information Risk Owner (SIRO); responsible for breach management, including liaison with supervisory authorities and data subjects where necessary; and ensuring the organisation is compliant with 'data protection by design and default'.

As Digital and Data Manager, the postholder will create and maintain Information Governance and Technology policies and guidance that ensure compliance with relevant legislation and best practice, and inform delivery of training to staff to increase awareness of data protection and information security measures.

Main Accountabilities

- Manages the Data Protection and IT Support teams.
- Responsible for the Data Protection Assistant(s)' casework management oversight, ensuring Subject Access Requests (SAR), Freedom of Information (FOI) and Environmental Information Requests (EIR) are monitored for adherence to compliance timelines.
- Leads on information governance and technology requirements (through the IG Group) to ensure compliance and best practice standards are met.
- Acts a key contact with IT suppliers to ensure service delivery to contract specifications.
- Proactively promotes a data protection culture within HOS.
- Investigates breaches of DPA and recommend actions including preparing reports as required (including to the Audit and Risk Assurance Committee) and liaising with the Information Commissioners' Office (ICO).
- Promptly advises SIRO and senior leaders of data issues that require escalation.
- Ensures legislative compliance training is fit for purpose, up to date and delivered annually/as required.
- Ensures data impact assessments are carried out and that HOS's privacy statements are current and appropriate.
- Maintains currency of information governance and information technology / security policies.
- Undertakes compliance monitoring and checking across organisation functions and regularly reports to the Senior Leadership Team on findings.
- Works collaboratively with senior managers and staff to maintain data security best practice.
- Manages data protection risks including identifying controls and mitigations which are appropriate to data risk management best practice.
- Liaises with Senior Stakeholders including MHCLG/ARAC on Data Protection / Security issues.

Person Specification

Qualifications

- Data Protection Practitioner / Information Lawyer qualified or a minimum of 2 years equivalent knowledge and experience gained in a statutory role

Knowledge and Experience

Essential

- Experience of working in a public sector setting.
- In-depth knowledge of DPA and FOI/EIR legislation.
- Considerable experience of managing highly confidential and sensitive information in a professional and restricted manner.
- People Management / Team Management.
- Risk Management.
- Working collaboratively.
- Fully conversant with and highly proficient at using MS Office applications (e.g., Word, PowerPoint, Project, Excel).

Skills and Abilities

Essential

- Able to analyse complex information law to provide coherent and cohesive advise to colleagues at all levels.
- Organised and detailed.
- Excellent time management skills with ability to prioritise tasks appropriately.
- Engages positively with senior stakeholders both internal and external
- Represents the organisation effectively at external forums.
- Analyses and interprets legislation changes to determine impact on working practices.
- Can work across all boundaries to promote a culture of good data management across the organisation.
- Manages data risks proactively.
- Builds and maintains team skills and capabilities.

Additional Requirements

Willingness to work flexibly within the team to ensure high quality, effective and efficient services are delivered.

To comply with the Housing Ombudsman Equal Opportunities policies.

To comply with the Housing Ombudsman Health & Safety policies.

To comply with the Housing Ombudsman IT policies and procedures.

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 £54,833 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 – 35 hour working week, flexi-time scheme, working from home opportunities.
- Generous Annual Leave – Minimum of 27 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 on site 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. Regular training workshops.
- Office 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

