

Housing

Ombudsman Service



**Data Protection
Adviser (Fixed Term)**
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 (**12 month fixed term contract**) - 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 long-listed will be asked to attend an online panel interview with the Housing Ombudsman Service. It is likely that the interview will be conducted remotely (via MS Teams).

Indicative Timetable

Closing date for receipt of applications: 23.59 on Thursday 25th April 2024.

Please note: due to the unprecedented level of interest in our vacancies, we reserve the right to close the recruitment process to new applications without warning if / when we receive 120 applications.

We anticipate that short-list interviews will take place on Thursday 9th and Friday 10th May.

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:

Stage 1 - create an account.

This largely focuses on the information that you would include in your CV.

Stage 2 - complete the application form.

Please note that once you have submitted your application for a specific role, the application for that role cannot then be changed.

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:	Data Protection Adviser
Grade:	Grade 2 - Salary £39,603.91
Working pattern:	12 month Fixed Term Contract
Hours:	35 Hours
Location:	Home-based

Overall purpose of the role

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.

Key Responsibilities continued

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.

The post holder should strive at all times to adhere to HOS values of Learning, Excellence, Openness and Fairness.

Person Specification

Knowledge and Experience

Essential

- 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.

Behaviours & Skills

Essential

- 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.

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 an annual salary of £39,603.91, 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 and flexi-time scheme.
- 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 – 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 (coming soon), contribution towards eye-tests and glasses.
- Commitment to ongoing development - Payment of professional memberships fees. Regular training workshops.



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

Richard Blakeway
The Housing Ombudsman

