

JOB DESCRIPTION



JOB TITLE: Data Protection and Compliance Lead

REPORTS TO: Director of Governance, Regulation & Assurance/ Head of Legal and Governance

RESPONSIBLE FOR: Staff as allocated

At Accent, we believe that everyone should have access to an affordable, sustainable, and safe home, and our work across the country aims to do just that.

We're a national organisation, but with a community focus. We were formed in 1966 and have grown in the time since, and now provide homes and services to 40,000 customers.

We understand the impact our work can have in creating better places for people to live by providing well-designed housing, which is in short supply, and building sustainable communities where people choose to live. We are proud of our Homes England Strategic Partnership, which allows us to build even more homes in areas of housing need.

But we are not just about building new homes. We invest in our existing homes to make sure they offer our customers the very best in living standards by adapting to meet new ideas, environmental changes, new regulations for safety and security and modern technology to make them a home for life, in every way our customers need them to be.

Caring for our customers also means caring for their environment. With our ambitious energy-efficient development plans which includes building all our new build homes on land-led sites to an EPC A rating, and our retrofitting projects which are modernising our current homes; we are putting sustainability at the fore so that we can drive value for customers now and in the future.

As anchor institutions in the communities where we work, it's important we leverage partnerships and seek opportunities for customers that provide the foundations for better living. We build relationships which accelerate and advance our work to ensure customers are supported if they need it and can be happy living in their homes.

Our new operating model puts our colleagues in the heart of our communities. We are committed to building strong relationships with our customers and we work alongside them to co-curate the services we deliver.

We never stop evolving – we are ambitious and driven and understand that great performance is a product of an inclusive and supportive environment, where colleagues can thrive and achieve their best. With a new people strategy set to launch and a new corporate strategy in development, which will set out our commitments from 2024-2027, it's an exciting time to join Accent.

We are excited about our future and if you are too, we'd love to hear from you.



Role Purpose:

The **Data Protection and Compliance Lead** will be responsible for ensuring that Accent is compliant with all data protection and other information-related regulation and legislation. This role will involve developing, maintaining and overseeing the implementation of transparent data protection and compliance policies, procedures and systems, to ensure that Accent meets its regulatory and legislative requirements and keeps up to date with best practice. To be successful, the Data Protection and Compliance Lead will need to work closely with colleagues at all levels across the organisation, to ensure a collaborative, proactive, practical and robust approach, underpinned by sound principles and working practices. The postholder will need to be able to translate complex legal and regulatory principles into practical advice and guidance, maintaining the required balance between privacy and business needs.

As the **Data Protection and Compliance Lead** you will be responsible for:

Policy Development and Implementation:

- Responsible for developing, maintaining and implementing a robust framework of policies, procedures and systems, to ensure compliance with Data Protection and other data-related legislation and regulation, including the UK GDPR, the Data Protection Act 2018, and the Privacy and Electronic Communication Regulations (PECR).
- Provide advice, direction and guidance to colleagues at all levels, to ensure understanding of and compliance with policies, procedures and systems.
- Ensure data protection and related requirements are considered within Accent's framework of policies, procedures and systems, including both colleague- and customer-facing.
- Ensure that data protection and related policies and procedures are communicated and are accessible.

Technical Requirements

- Maintain the Record of Processing Activities (ROPA), ensuring that this is up to date with legislative requirements.
- Ensure that Accent responds in a timely manner and accurately to Data Subject Rights Requests, including (but not exclusively) Subject Access Requests, Data Erasure Requests, and Data Rectification Requests.
- Ensure that Accent meets its data and information provision requirements under the Regulator of Social Housing's Regulatory Regime and related legislation.
- Undertake assurance-related work and provide guidance around the completion of Data Privacy Impact Assessments (DPIAs) and other impact assessment processes and procedures. Maintain a register of DPIAs and ensure that DPIA actions are followed up.
- Ensure that appropriate, sound Data Sharing Agreements are in place and are monitored.
- Manage Data Breaches effectively and in line with legal requirements. Maintain records and ensure effective learning from breaches.
- Maintain the organisation's Data Privacy Statements, ensuring that these are comprehensive, and practical and easy to understand.
- Maintain the organisation's Data Retention and Security policies, ensuring that these are effectively implemented.
- Undertake assurance-related work with the organisation's Information Governance, Data Quality and ICT teams to review the design and operation of appropriate data controls. Provide professional advice where required.



- Support the organisation with Cyber Resilience, Business Continuity and Emergency Planning.
- Conduct data protection and information security reviews and investigations, and report findings. Contribute to data/ information audits.
- Conduct regular checks and audits to ensure compliance with data protection policies and to support the identification of areas for improvement
- Conduct regular analysis of data and prepare reports relating to data protection compliance.

Communication and Training:

- Develop and provide clear training, advice, guidance and support to colleagues on data protection and compliance. Implement a process of learning from data protection-related incidents and ensuring that improvement actions are captured and delivered.

Stakeholder Engagement:

- Act as a contact point for supervisory authorities and data subjects.
- Contribute, as appropriate, to consultations on legislative and regulatory changes.
- Foster a culture of awareness and open conversation, throughout Accent, about data protection and information security.

Monitoring and Evaluation:

- Develop and maintain a robust framework for monitoring the implementation and effectiveness of policies, procedures and systems.
- Regularly review and update policies to ensure they remain relevant and effective.
- Develop and maintain a system of assurance and reporting in respect of data protection and compliance.
- Report on data protection outcomes and provide recommendations for continuous improvement.

Research and Analysis:

- Maintain up to date knowledge of data protection and compliance-related legislation, regulation and best practice, and link with other Accent teams to embed this.

The must haves:

- A strong record of demonstrable achievement in the delivery of Data Protection, Data Compliance, Information Governance, or related functions, in an organisation of comparable size and complexity to Accent.
- Comprehensive working knowledge of data protection and compliance requirements, including the UK General Data Protection Regulation (UK GDPR)
- Educated to degree level or equivalent work experience.
- Ability to work collaboratively with a wide range of stakeholders, to embed an effective, practical data privacy and security culture.
- Demonstrable ability to maintain an up-to-date knowledge and understanding of changes in legislation and regulation, and to effectively introduce required changes to policies, procedures and systems.
- Excellent analytical, writing, and communication skills with the ability to convey complex information clearly and persuasively.
- Ability to translate complex legal and regulatory principles into pragmatic advice, whilst striking a reasonable balance between privacy and business needs.
- High level of accuracy and attention to detail in all aspects of work.



- Ability to adapt to changing circumstances and respond effectively to new challenges.
- Ability to act as a member of an effective Directorate management team.

The desirables:

- A recognised professional qualification in the field of data protection, data compliance, and/or information governance
- Experience of managing a team.
- Experience working in a housing association or similar organisation.
- Experience of working in project groups to deliver change.
- Proficiency in data analysis and interpretation.

We all have our part to play.

- We're committed to our vision and demonstrate behaviours which are in line with our core values.
- We ensure that all aspects of our work are delivered with a customer focus to all internal and external users in line with our internal/external service offer.
- We uphold our commitment to inclusion, equality and diversity.
- We're aware of our personal responsibilities regarding health and safety and ensure that our Health & Safety policies are adhered to in all aspects of our work.
- We treat all data with respect, ensuring we only use it for the correct purpose and is handled safely and securely.
- We promote and achieve Value for Money (VfM) within our areas and across the organisation.

This job description is intended to give the post holder an appreciation of the role envisaged and the range of duties and responsibilities to be undertaken. It does not attempt to detail every activity. Specific tasks and objectives will be agreed with the post holder at regular intervals. The post holder will be required at all times to perform any other reasonable task, as requested by the Line Manager in order to meet the operational needs of the business.

Signed: _____

Name: _____

Date: _____

We'll expect you to be part of the team and deliver your service in line with our values and behaviours.



Our Values



Our Behaviours

