

# Data Protection Officer (DPO)

## JOB DESCRIPTION

<b>Job title</b>	Data Protection Officer (DPO)
<b>Department</b>	Legal and Governance
<b>Reporting to</b>	Chief Legal and Governance Officer (or the CEO)
<b>Job summary</b>	<p>To provide direction, support and advice to ZEN KNOTWEED LTD, Principal Officers, Heads of Service and all departments across ZEN KNOTWEED LTD in relation to their data protection obligations.</p> <p>To take the lead role in the management and implementation of data protection compliance as well as overseeing ZEN KNOTWEED LTD's compliance with the General Data Protection Regulations (GDPR).</p> <p>To act as the project manager for the implementation of the General Data Protection Regulations.</p> <p>The Data Protection Officer post will be a protected role within ZEN KNOTWEED LTD.</p> <p>ZEN KNOTWEED LTD shall ensure that the Data Protection Officer does not receive any instructions regarding the exercise of the main tasks.</p> <p>The Data Protection Officer shall not be dismissed or penalised by ZEN KNOTWEED LTD for performing these tasks.</p> <p>The data protection officer shall directly report to the highest management level within ZEN KNOTWEED LTD. In this instance the Chief Legal and Governance Officer (or the CEO).</p>
<b>Short term objectives</b>	Strategically develop and improve ZEN KNOTWEED LTD's data protection compliance ensuring ZEN KNOTWEED LTD develops a robust and effective plan for the implementation of the General Data Protection Regulations.
<b>Long term objectives</b>	<p>To work with and support directorates across ZEN KNOTWEED LTD ensuring compliance with the data protection legislation. To put in place formal data protection standards - based on the supervisory authority (Information Commissioner's Office) standards and legal frameworks.</p> <p>To inform and advise ZEN KNOTWEED LTD and its employees, who carry out data processing, of their obligations pursuant to the data protection legislation.</p>
<b>Main tasks</b>	Effectively manage and administer and act as the budget holder for the Data Protection Governance financial budget.

	<p>To monitor compliance with the data protection provisions, with other countries' data protection provisions and with the policies of ZEN KNOTWEED LTD in relation to the protection of personal data, including the assignment of responsibilities, awareness-raising and training of staff involved in processing operations, and the related audits playing a critical role in decisions made relating to data protection.</p> <p>To take the lead in providing expert data protection advice to Members, Principal Officers, ZEN KNOTWEED LTD managers and external clients relating to all aspects of data protection.</p> <p>Develop and implement a comprehensive data protection plan and provide advice in this area.</p> <p>To draft complex legal agreements relating to the processing of personal information for use with external organisations in order to ensure data protection compliance, this will include but not limited to data disclosure agreements, data processing agreements, data transfer agreements, memorandum of understandings and confidentiality agreements.</p> <p>To provide expert advice where requested regarding data protection impact assessment process and monitor its performance.</p> <p>To cooperate with the supervisory authority in all matters relating to information governance; and to investigate regulatory complaints in accordance with relevant regulatory requirements.</p> <p>To act as the contact point for the supervisory authority on issues relating to processing, including the prior consultation, and to consult, where appropriate, with regard to any other matter relating to information governance.</p> <p>To promote data protection compliance and best practice by setting and maintaining standards and procedures, ensuring ZEN KNOTWEED LTD's data protection policies are up to date and disseminate any changes in the legislation to key members of staff.</p> <p>Oversee the management of data subject requests and data protection requests pursuant to individual rights under data protection and privacy legislation.</p> <p>To carry out reviews of ZEN KNOTWEED LTD's decisions to refuse requests under the General Data Protection Regulations where required, whilst ensuring that the original decision made by the Information Management Officer was accurate and, where appropriate, overturn any decisions previously made.</p> <p>Advise on all elements of processing personal data internationally and on the requirements and implications of data protection laws.</p> <p>To provide detailed advice in relation to Direct Marketing specifically relating to data protection requirements and the GDPR. Where appropriate drafting a legal notice to ensure compliance with the statutory provisions, including advice relating to opt in/out clauses.</p>
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	<p>To provide expert advice to ZEN KNOTWEED LTD and where appropriate draft privacy notices, fair processing notices, collection statements and any other data protection notices in order to ensure that individuals are aware of our intentions to process their data and ensuring that ZEN KNOTWEED LTD is processing personal data in a fair and lawful manner in line with the individual rights.</p> <p>To investigate and report on any processing, blocking, erasure, destruction and the right to be forgotten notices issued by individuals in accordance with the relevant articles contained within the GDPR, ensuring that the purposes of the processing are compatible with the conditions for processing in accordance with the Regulations and responding to the individual accordingly.</p> <p>Take the lead in responding to any legal claims issued against the ZEN KNOTWEED LTD for damages relating to breaches of data protection.</p> <p>Liaising where appropriate with the Legal Department.</p> <p>To provide expert advice in relation to any data protection queries regarding the use of social media and report any serious issues to the Chief Legal and Governance Officer.</p> <p>Undertake and manage data protection audits and reviews across all ZEN KNOTWEED LTD departments that are processing personal data in order to ensure that ZEN KNOTWEED LTD is compliant with the legislation.</p> <p>To manage, investigate and resolve all complaints from individuals in relation to their rights under the GDPR. Ensuring that adequate reporting mechanisms are in place for recording such complaints.</p> <p>Investigate breaches and incidents of data protection, establishing any potential weaknesses in ZEN KNOTWEED LTD 's policies and inform the Information Governance and Security Group accordingly.</p> <p>Formally report all compliance issues relating to information governance, including any complaints and breaches of the legislative framework to the Chief Legal and Governance Officer/CEO/Management Board.</p> <p>Provide advice and assist with all data protection queries relating to projects, programmes and data sharing initiatives.</p> <p>Co-ordinate information governance activities with Data Protection Officers locally, regionally and nationally in relation to information management activities and attend such information governance meetings as necessary.</p> <p>In relation to the performance of these tasks have due regard to the risk associated with processing operations, taking into account the nature, scope, context and purposes of processing.</p>
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## PERSON SPECIFICATION

Job title	Data Protection Officer	
Department	Legal and Governance	
<b>PERSONAL ATTRIBUTES</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
1. Amount of experience required	<p>At least five years of practical work experience of dealing with data protection issues in an operational environment.</p> <p>Thorough understanding of the GDPR and all legislation, regulations and codes of practice relating to information governance.</p> <p>Experience of developing, implementing and maintaining policies and procedures.</p> <p>Clear understanding of implications surrounding data protection compliance within a large organisation.</p> <p>High levels of communication skills, conflict management skills, relationship management skills and the characteristics and behaviours required to lead and motivate, often in times of significant pressure.</p>	<p>Experience in conducting awareness training.</p> <p>Have knowledge of the current issues and general trends in the delivery of services</p> <p>Experience of handling complaints.</p> <p>Experience of managing and administering a budget.</p>
2. Technical skills required	<p>Expert knowledge of data protection legislation, regulations and codes of conduct.</p> <p>Expert knowledge of the GDPR, other applicable legislation, regulations and codes of conduct.</p> <p>The ability to conduct investigations relating to data breaches whilst giving due consideration to the relevant Human Resource Policies.</p> <p>Analytical and problem solving skills.</p> <p>The ability to interpret Information Tribunal and Court decisions.</p>	<p>Project management skills</p> <p>IT Literacy</p> <p>Highly proficient written, oral and presentation skills.</p> <p>Ability to learn new technical skills/knowledge quickly.</p>

	<p>Excellent skills ownership and the ability to transfer these skills to team members where appropriate.</p> <p>Application of general computer software, application of specialised computer software and management systems relating to information governance.</p>	
3. Formal qualifications	Educated to degree level or higher in Law or another relevant discipline	<p>GDPR Practitioner</p> <p>ISEB Data Protection Practitioner or demonstrable experience</p> <p>ISEB Freedom of Information Practitioner</p> <p>Complaint Investigation Training</p>
4. Personality and Competencies required	<p>The candidate must be personable, approachable, diplomatic, tactful, enthusiastic and reliable. Must be a team player.</p> <p>Must be able to prioritise workload and manage multiple deadlines.</p> <p>Must be highly organised and ability to work under pressure.</p> <p>Must demonstrate a very positive attitude to the work in hand.</p> <p>A strong customer focus outlook and excellent communication skills.</p> <p>Analytical problem solver.</p> <p>Ability to persuade and change opinion.</p> <p>Good communicator, both with colleagues and customers.</p> <p>Highly self-motivated and directed.</p> <p>The ability to collect and synthesise large amounts of highly complex information, on a daily basis, in order to make key decisions.</p>	

5. Special requirements (i.e. car driver)	Drivers licence  A Disclosure and Barring Service Check is an essential requirement for this post.	
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