Job details

Job title: Trust Data Protection Manager (KR5)

Reporting to: Head of School / CEO

**Main Purpose**

The Data Protection Manager is responsible for overseeing data protection strategy and implementation to ensure compliance with GDPR requirements. This involves managing Subject Access Requests, maintaining data protection processes, and providing guidance on data protection matters across the Trust.

**Key Responsibilities**

* Ensure all Subject Access Requests received are dealt with in a timely and correct manner.
* Implement and manage data protection (GDPR) across the Trust.
* To be an advocate of good data protection and governance with the ability to influence at all levels, providing practical guidance and support
* To handle incoming data requests and act as an advisor to the Trust on all matters concerning data compliance, seeking advice from the Trusts DPO service as necessary
* Have a solid understanding of data compliance regulations in schools
* Consult with all staff as required to support with contracts and queries
* Support investigations e.g. fraud cases, court cases and complex complaints with data provision and analysis.

**Accountabilities**

* Management of Subject Access Requests
* Management and ongoing audit of the Records Management process across the Trust.
* Support for investigations and complex complaints
* Maintenance of data protection breach database
* Suppliers – ensure data processors are reviewed and compliant
* Record of Processing Activities (ROPA) – record all processes involving personal data

**Main Responsibilities**

* Manage Subject Access Requests from receipt to issue including collating records and redacting sensitive personal information, subject access requests must be logged and managed within timescales
* Ensure all requests (subject access requests, court orders, police statements, government bodies, etc.) are valid, correctly completed and raise any paperwork/electronic entries as necessary.
* Obtain the consent for the release of records where necessary, ensure all consent forms for staff and pupils are recorded and handled correctly
* Support the records management process (e.g. creating reports and documentation, designing and modifying privacy compliance processes).
* Responding to incoming data compliance requests in a timely manner
* To receive, log and action any incidences of a data breach involving personal identifiable information and if necessary reported.
* Conducting audits and document reviews and supporting issue remediation actions.
* Provides general advice on enquiries relating to disclosure of personal information
* Deliver annual awareness training to all staff, Trustees and Governors of the Trust.
* Support and contribute to the delivery and management of data protection practices to ensure Trust business needs are met, and compliance issues are proactively identified and managed.
* Support the embedding of a compliance culture.
* Manage resolution of issues escalated by the staff, act as a resource on operational issues.
* Build and maintain close relationships with the CEO, Heads of School and Leadership team.
* Maintain databases as necessary
* Lead on policies and procedures regarding data protection issues. Such as retention, GDPR, Privacy, CCTV and Cyber Security policies.
* Undertake Data Protection impact assessments for projects that involve the processing of personal data and conduct supplier GDPR checks.
* Support ongoing compliance with the UK GDPR.
* Contribute to Trust Risk Register regarding breaches and potential impact
* Ensure all staff are aware of cyber security, including recording all apps used on our networks.
* Train staff on how to report spam attacks, phishing, and vishing.

**Communication**

* Communicate effectively and professionally with staff, parents and carers

**Working with colleagues and other relevant professionals**

* Collaborate and work with colleagues and other relevant professionals within and beyond the school
* Develop effective professional relationships with colleagues
* Work as a cohesive part of the Trust community, supporting colleagues and contributing to the community as a whole

The post holder will be required to safeguard and promote the welfare of children and young people, and follow school policies and the staff code of conduct.

Please note that this is illustrative of the general nature and level of responsibility of the role. It is not a comprehensive list of all tasks. The postholder may be required to do other duties appropriate to the level of the role, as directed by the Head of School or line manager.

Person specification

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| Criteria | Qualities |
| **Qualifications and experience** | * Minimum of 2 GCSE’s which must include English and Mathematics or equivalent (Grade C or above)
* NVQ Level 2 or equivalent
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| **Skills and knowledge** | * Understanding of SAR procedure, Breach reporting and Risk Management. Suppliers adopted by the trust are to be investigated to ensure compliance with GDPR
* Knowledge of the Data Protection Act 2018, General Data Protection Regulation
* Attention to detail and accuracy when completing tasks
* Good planning, analytical and investigative skills
* Experienced and confident in using Microsoft Office toolset (Word, Excel, Powerpoint) and Adobe Acrobat Tools including redaction
* A proactive and pragmatic approach to managing risk issues.
* Excellent communication skills both written and verbal
* Confident in presenting to and dealing with all levels of staff
* Decision making
* Up to date knowledge and understanding of current and forthcoming data protection and privacy legislation an advantage.
* Problem solving skills.
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| **Key Competencies & Behaviours** | * Must be detail oriented and passionate about risk management
* Well organised with the ability to prioritise workloads
* Ability to analyse information quickly
* Displays the highest levels of integrity, confidentiality and commitment
* Ability to act independently and exercise good judgement
* Resilience as you will be reading and redacting sensitive personal information.
* Demonstrates an ability to work as part of a team and be a flexible team player
* Experience in managing relationships with people at all levels
* Can do attitude – wants to make a difference and drive a change in risk culture in the charity
* Displays a positive, empathetic, patient, polite and friendly manner
* Flexible re. hours of work
* Understanding and knowledge of information security risks is preferred
* Experience in data management or data quality role is preferred
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Notes:

This job description may be amended at any time in consultation with the postholder.

Last review date: April 2021