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| **ROLE Title:** | **Data protection coordinator** | **DAte:** | **07/11/2024** |
| **GRADE:** | TO BE COMPLETED BY HR REWARD | **Business Unit:** | **grc** |
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| **Role** | **Key Responsibilities:** | **Skills / Knowledge / Experience:** | **Competencies / Values** |
| **Role Purpose**:Ownership of all inbound customer requests relating to Information Rights. Using knowledge of data protection laws and regulations, ensuring the risk impact of the request is fully understood; the case is triaged and assigned to the right individual within the Data Protection team and the outcome of the case is tracked in accordance with relevant timelines. **Role Dimension:****Financial**N/A**Non-Financial:**No direct reportsBased in Bescot or Bradley StokeExpected to manage and track the output of c200 customers and employee requestseach month**Reports to:** Data Protection Officer**Relationships****Internal:** GRC, Customer Care**External:** Customers, employees | ***What the role must deliver***Ownership of all inbound customer requests for Information Rights. * Assessing all inbound customer communications; using knowledge of data protection laws and regulations to assign work to the most appropriate DP team member.
* Creating and owning the record of processing activities (RoPA)
* Collaborating with the Team to ensure that personal data breaches and incidents are appropriately reported, recorded, and monitored.
* Being a point of contact for internal customers for general advice and guidance on data protection.
* Owning the data protection annual employee training calendar; ensuring all individuals are captured and trained in a timely manner.
* Coordinating teams and collating responses for external data protection audits.
* Notifying and supporting the Team with the review and update of relevant policies and procedures.
* Coordinating responses for supplier due diligence including reviewing customer and supplier contracts/agreements.
* Responding to and reviewing data subject rights requests and disclosures in line with applicable legislation.
* Contributing to responses to data protection complaints.
 | Good knowledge of data protection laws and regulations. Demonstrate ability to understand risk of subject matter to the business and need to ensure customers receive a response within the required timeframe.* Highly organised individual with ability to track activity in line with a deadline.
* Strong attention to detail.
* Strong interpersonal skills with the ability and confidence to engage with colleagues at all levels.
* Exceptional written and verbal communication skills.
* Strong computer literacy skills, including the ability to learn and adapt to IT systems.
* Ability to work under own initiative, as well as part of a team.
* Willingness to travel to different sites where required.

**Qualifications/FSA:**N/A | **RAC Competencies**Achievement & Drive: 2Building Relationships: 2Continuous Improvement: 3Customer Focus: 2Judgement: 2**Values**All RAC Values are applicable to this role. |