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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 reports  Based in Bescot or Bradley Stoke  Expected 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: 2  Building Relationships: 2  Continuous Improvement: 3  Customer Focus: 2  Judgement: 2  **Values**  All RAC Values are applicable to this role. |