

Job Title	Data Protection Officer (DPO)	Department & Team	Technology and Insight Tech and Data
Reporting to	Director of Technology and Insight	Responsible for	N/A
Working Environment	Office/Home based Hybrid  Out of Hours work will sometimes be required	Date Job Description Agreed/Updated	Oct 2024
Role Purpose	The DPO will be responsible for ensuring Pioneer Group complies with all relevant data privacy laws and requirements. You will create, enhance and oversee the company's data protection frameworks and controls, monitor compliance, and act as a point of contact for regulatory authorities and data subjects.		
Key Accountabilities, Duties, Responsibilities, Including Key Areas of Decision Making			
Supporting and Enabling	<ul style="list-style-type: none"><li>Foster a culture of collaboration, transparency, feedback, shared learning and continuous improvement</li></ul>		
Customer Focus	<ul style="list-style-type: none"><li>Act as point of contact for tenants and customers</li><li>Processing Subject Access Requests in a timely and efficient manner, ensuring deadlines are adhered to</li></ul>		
Working with others	<ul style="list-style-type: none"><li>Inform and advise colleagues on their obligations to comply with the UK GDPR and other data protection laws</li><li>Support and advise colleagues completing key documentation (Data Processing / Sharing Agreements (DPAs / DSAs and DPIAs and Legitimate Impact Assessments)</li><li>Acts as a contact point for the ICO</li><li>Work in collaboration with internal and external stakeholders to ensure compliance to data protection laws</li></ul>		
Delivering and Managing Services	<ul style="list-style-type: none"><li>Monitoring compliance with the UK GDPR and other data protection laws and our data protection policies</li><li>Creating policies and procedures to keep tenant/ resident/ service user information secure</li><li>Ensure that personal data processing activities are conducted in a manner that ensures the confidentiality, integrity, and availability of data</li><li>Review and implement any changes needed to our data protection framework to ensure compliance with GDPR</li><li>Raising awareness with colleagues of the importance of GDPR awareness-raising</li><li>Managing internal data protection activities</li><li>Developing and delivering training</li><li>Provide advice and guidance on our data protection obligation</li><li>Monitor DPIA process and ensure it is being adhered to</li><li>Identify and manage risk</li><li>Ensure retention schedules are kept up-to-date and data is being disposed of in-line with these schedules</li></ul>		

	<ul style="list-style-type: none"> <li>Assessing GDPR risk to the Group through data audits and DPIAs</li> <li>Creating and advising on Privacy notices for the Group and 3rd party suppliers\contractors</li> <li>Creating\Maintaining ROPAs and ensuring they are kept up-to-date</li> <li>Work with colleagues across TPG to improve the quality of our data</li> </ul>
<b>Managing and Developing Self</b>	<ul style="list-style-type: none"> <li>Be an ambassador for TPG, creating a positive impression with all internal colleagues and all external customers and stakeholders.</li> <li>Participate in learning and development activities that develop personal effectiveness and assist in improving performance in the role and in your team.</li> <li>Adhere at all times to our Code of Conduct, Policies, Procedures, Governance and Financial Regulation</li> </ul>
<b>Managing and Developing Others</b>	<ul style="list-style-type: none"> <li>Working with colleagues to develop and embed the importance of GDPR compliance</li> </ul>
<b>Financial Management and Control</b>	<ul style="list-style-type: none"> <li>Responsible for managing related budget</li> </ul>
<b>Administration , IT and Data Management</b>	<ul style="list-style-type: none"> <li>Contributing to and/or leading on Audits</li> <li>Reporting for Exec Leadership Team and Group Board when necessary</li> </ul>
<b>Legal and Regulatory Compliance</b>	<ul style="list-style-type: none"> <li>Works within policies and procedures, the law and best practice, and Regulatory Frameworks relevant to service areas to ensure legal and regulatory compliance in the delivery of the job purpose.</li> </ul>

**NB:** This job description is not intended to be a full list of every task or area of work; its aim is to give a broad representation of the role. Other duties, tasks and requirements may be made of the post-holder broadly consistent with those described and/or to meet The Pioneer Group's aims and objectives. Post-holders will however only be asked to carry out reasonable tasks and duties.

## Knowledge, Skills, Abilities and Experience

		<b>Tested By:</b>
<b>Essential</b>	<ul style="list-style-type: none"> <li>Proven experience as a DPO</li> </ul>	A, I
	<ul style="list-style-type: none"> <li>Accredited qualifications in data protection and risk management</li> </ul>	A, I
	<ul style="list-style-type: none"> <li>Deep understanding of GDPR, Data Protection Act 2018 and other related regulations</li> </ul>	A,I
	<ul style="list-style-type: none"> <li>Experience working with cross-functional teams</li> </ul>	A, I
	<ul style="list-style-type: none"> <li>Strong stakeholder management</li> </ul>	A, I
	<ul style="list-style-type: none"> <li>Attention to detail and a methodical approach to work</li> </ul>	A, I
	<ul style="list-style-type: none"> <li>Excellent Communication skills and be able to communicate complex information clearly to ensure understanding and compliance within the organisation</li> </ul>	A, I

## Our Values

Post-holders are expected to work in accordance with the below Pioneer Group core value behaviours and Pioneer Group policies and guidelines in relation to equality and diversity.

<b>#COMMUNITY</b>	<ul style="list-style-type: none"> <li>• Consistently do our best for our tenants and residents</li> <li>• Listen to what matters most to our tenants and communities and act on what we hear</li> <li>• Be ambitious for ourselves and for the people in our communities</li> </ul>
<b>#RESPECT</b>	<ul style="list-style-type: none"> <li>• Take organisational and personal responsibility</li> <li>• Be helpful and kind</li> <li>• Embrace and celebrate diversity</li> </ul>
<b>#EMPOWER</b>	<ul style="list-style-type: none"> <li>• Invest in colleagues and people to be the best they can be</li> <li>• Build trust by being humble and honest</li> <li>• Create confidence and capacity in our communities</li> </ul>
<b>#BETTER TOGETHER</b>	<ul style="list-style-type: none"> <li>• Find the best most inclusive way to make things better</li> <li>• Make the most of our resources to make positive impact and think carefully about every penny we spend</li> <li>• Work smart/hard and enjoy what we do</li> </ul>

*The values have been added to ensure that our values are known and understood from the moment a candidate reads the job description and person spec and throughout their time within the company when referring back to their JD. Nothing needs to be amended with the values section.*