

REGULATOR OF SOCIAL HOUSING (RSH) ROLE PROFILE

Role	Information Governance Officer	Directorate	Legal
Reports To	Data Protection, Information Access and Complaints Officer or Head of Data Protection, Information Access and Complaints	Section	Data Protection, Information Access and Complaints
Post Reference		Grade	13

Purpose of the Role

To support the Data Protection, Information Access and Complaints (the team) in coordinating, managing and overseeing RSH's compliance with information access legislation, including independently logging and acknowledging written requests for information and complaints and monitoring the progress of these, organising training sessions, logging attendance and monitoring staff completion of mandatory training as well as providing specialist support for groups and meetings such as Information Champions and the Security and Information Assurance Group (SIAG).

To support RSH Information Champions in their role and to be a first point of contact for advice or general enquiries.

The role is a key part of assisting the team in ensuring RSH is compliant with information access and data protection legislation. The role will include autonomously responding to standard requests as well as coordinating the provision of more complex advice and training with regard to data protection matters and maintaining any worklogs or databases held by the team.

Main Duties and Key Accountabilities of the jobholder

- logging, acknowledging, considering and responding to written Requests for Information (RFIs) made pursuant to the Freedom of Information Act 2000 (FOIA), Environmental Information Regulations 2004 (EIR) and the subject access provisions of the UK General Data Protection Regulation (UK GDPR)/Data Protection Act 2018 (DPA);
- ensuring responses to RFIs are timely, accurate and compliant, communicating with stakeholders at all levels within the regulator;
- to keep up with developments in the field of information governance and data protection and to have a willingness to learn and develop knowledge in this area in order to provide advice to the regulator
- Assisting with the provision of written updates to RSH's executive team on RFIs and complaints; advising RSH staff on compliance with relevant legislation and internal policies and processes.;
- supporting the development and maintenance of RSH's information access, data protection and complaints policies/procedures/guidance, ensuring they are regularly updated to reflect changes in legislation;
- raising awareness of information access and data protection legislation and signposting to relevant policies, processes and guidance.

Main Duties and Key Accountabilities of the jobholder

- supporting Information Champions and SIAG and other groups and meeting as necessary, , responding to any queries and coordinating advice as appropriate;
- arranging and participating in training sessions and other meetings, managing the training schedule and monitoring attendance and completion of online training.
- maintaining RSH's publication scheme in line with requirements detailed by the ICO;
- Managing the team's inboxes and maintaining the team's logs (ie recording and monitoring RFIs and other team activity);

Working Relationships and Contacts

The jobholder will need to maintain working relationships with stakeholders at a variety of levels including but not limited to RSH staff, registered providers of social housing, the general public, consultants and external third parties.

Core job skills

Qualifications, knowledge, skills and experience

Essential

- To have some experience of responding to or assisting with requests for information (RFIs) eg FOIA, EIR, DPA
- To have knowledge of Information Access legislation
- 5 GCSE or equivalent including passes above a C or grade 5 in English and Maths
- Ability to work well in a team and co-operate with others to achieve results
- Strong organisational, problem solving and administrative skills
- Ability to manage a heavy and varied workload
- Ability to prioritise and work to strict timetable/deadlines
- Strong communication skills with the ability to use a range of methods to communicate effectively.
- To show a willingness to learn and develop knowledge in data protection compliance and complaint handling

Desirable

- Understanding and experience of the Freedom of Information Act 2000 (FOIA),
- Understanding and experience of the Environmental Information Regulations 2004,(EIR)
- Understanding and experience of the subject access and other rights provisions under UK GDPR/ Data Protection Act 2018 (DPA);
- To be aware of any forthcoming data protection and privacy related legislation

General Responsibilities

- To adhere to RSH's equality and diversity and equal opportunities policies in all activities and to actively promote equality of opportunity.
- To be responsible for your own health and safety and that of your colleagues and all others in the workplace, in accordance with RSH Health and Safety policies.
- To demonstrate RSH core values in all working relationships within the workplace
- To work in accordance with RSH Data Protection Policies and adhere to RSH Freedom of Information policies where appropriate.
- To undertake such other duties as may be reasonably expected.