



Job Description

1. JOB DETAILS

Job Title:	Data Protection Officer
Location:	Exeter EX2 5JJ / Plymouth PL9 9XA / Hybrid
Hours:	Full-time, 37.5/week
Accountable to:	Hospiscare's Director of Finance and Governance; St Luke's Hospice's Director of Finance and Resources

2. JOB PURPOSE

To manage Data Protection and Security processes and protocols for Hospiscare, Exeter and St Luke's, Plymouth. To be the named Data Protection Officer for both organisations, including being the key point of contact for the Information Commissioner's Office.

Responsible for ensuring compliance for both hospices with Data Security and Protection and other Information Commissioner's Office requirements, and with Caldicott Principles, in liaison with the Caldicott Guardians.

To take a lead role in producing the annual Data Protection and Security Toolkit submissions for Hospiscare and St Luke's Hospice in line with NHS England requirements.

3. KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

3.1 Main Responsibilities

- Produce and review relevant Information Governance and Data Protection policies, and have oversight of data protection sections of other departments' policies, to ensure legal requirements and national best practice within the Charity and Healthcare sectors are followed.

- Manage a range of Data Protection and Security (DPS) related activities to ensure that Hospiscare and St Luke's are compliant with their statutory responsibilities. This includes:
 - DPS training compliance
 - Keeping both organisations up to date with the latest legislation and best practice
 - Data Protection compliance in terms of the implementation of new systems and processes, and the ongoing maintenance of existing systems
 - Provision of DPS incidents facilitation
- Responsible for the organisation and delivery of compliance workshops for GDPR and related legislation to ensure DPS training compliance.
- Provide a data protection advice service to the organisations to ensure monitoring, improvement and timely reporting, including:
 - Management, analysis and reporting of DPS breaches to the Information Governance Groups
 - Reporting of more serious incidents to the Director of Finance and Governance / Director of Finance and Resources, and if appropriate preparation of submission to the Information Commissioner's Office (ICO) by the Senior Information Risk Owner (SIRO) of the relevant organisation
- Advise information asset owners on the provision of robust records of processing in order that the organisations remain compliant and reduce the risk of data breaches.
- Monitor Hospiscare's and St Luke's Hospice's compliance in the following areas to ensure adoption of best practice:
 - Confidentiality
 - Data Protection
 - Information assurance and compliance with the DSP Toolkit
 - Caldicott Principles
 - IT governance
 - Information sharing
 - Data Protection and Security training
 - Corporate Records

- Manage all Information Governance work to ensure the charities remain compliant in every area, including:
 - Advising on the completion of Data Protection Impact Assessments (DPIAs)
 - Completion of complex DPIAs
 - Maintenance of project documentation for the data protection elements of the implementation of new information systems or for major changes, including decommissioning
 - Monitoring and recording of data protection risks, incidents and issues
- Manage Hospiscare's and St Luke's Hospice's Information Asset Registers to ensure records are always accurate and up to date.
- Produce reports as required for Information Management / Governance Groups to ensure they are equipped with the data they require for decision-making.
- Co-ordinate Information Management / Governance Groups for both charities, providing administrative support when required, including the preparation of papers, creation of agendas, note-taking and maintenance of action logs, to ensure these groups are well-organised and accurate records are kept.

3.2 Key Contacts

Internal:

- Director of Finance and Governance/Director of Finance and Resources
- Senior Management Teams
- Information Management/Governance Groups
- Audit and Risk Committees and other Trustees
- Digital Lead
- IT team
- Clinical Leadership Team and Clinical teams
- Caldicott Guardians
- Corporate support teams
- Managers and Team Leaders
- System and information asset owners

External:

- Health and Social Care providers and their Information Governance teams
- Other south-west hospices and local partner charities
- Hospice UK
- Care Quality Commission (CQC)
- Other Health and Social Care organisations
- Charities Commission
- Information Commissioner's Office

3.3 Health & Safety

- Ensure that Health and Safety guidelines and fire regulations are strictly adhered to
- Comply with safe working practices as defined by Hospiscare and St Luke's
- Complete online training as and when required
- Take reasonable care for your own health and safety and that of others who may be affected by acts or omissions at work
- Report any accidents, incidents or near misses as soon as reasonably practicable
- Manage own work life balance and general wellbeing, including any relevant pressures in respect of lone working, travel, difficult environments and challenging situations

3.4 General

- Be aware of and adhere to organisational policies and procedures at all times
- Take part in progress/performance reviews throughout the year
- Cooperate with other departments within the organisations
- Attend training courses and complete online training modules as required to meet the requirements of the post
- Take responsibility for own personal development, seeking out opportunities to learn new skills
- Undertake any other duties as requested by management which are reasonably deemed to be within the scope of the role

3.5 Other

- Apply the organisations' values and behaviours to every aspect of the role at all times
- Promote and maintain the brand standards of the hospices

Data Protection Officer

Person Specification

CRITERIA	ESSENTIAL	DESIRABLE
Qualifications and specific training	<p>Degree level qualification in relevant discipline</p> <p>Evidence of Continuing Professional Development</p>	<p>Practitioner Certificate in Data Protection Programme</p> <p>Qualified as a Data Protection Practitioner</p> <p>Chartered Governance Institute (CGIUKI) qualification/membership</p> <p>Project Management qualification</p>
Experience	<p>Significant experience of managing an information governance environment and secure data protection principles for an organisation</p> <p>Significant experience of managing an organisation's information asset register</p> <p>Demonstrable experience of writing and delivering data protection training</p> <p>Demonstrable experience of partnership working across organisations and disciplines</p>	<p>Experience of compiling and submitting the NHS Data Security and Protection Toolkit</p> <p>Experience of implementing and using Risk Management policies and processes</p> <p>Experience of presenting to Board and Committee meetings</p>
Knowledge	<p>Detailed understanding of GDPR and the legal framework for data protection</p> <p>Detailed understanding of relevant legislation including:</p> <p>General Data Protection Regulations Access to Health Records Act 1990 Freedom of Information Act 2000 Computer Misuse Act 1990 Information Security international standards Data Protection Act 2018</p>	<p>Understanding of NHS operational and strategic issues</p> <p>Understanding of the Data Security and Protection Toolkit</p> <p>Understanding of Risk Management and Corporate Governance principles</p> <p>Awareness of Hospiscare/St Luke's and the work of hospices</p>

	Detailed understanding of confidentiality and the legal basis for maintenance of confidentiality	
Skills	<p>Highly developed communication and interpersonal skills</p> <p>Highly developed IT skills including Microsoft Office 365.</p> <p>Highly developed skills in planning and organising</p> <p>Developed skills in analysing data</p> <p>Developed skills in report writing</p> <p>Developed presentation skills</p>	
Personal attributes	<p>Ability to work autonomously and act on own initiative, seeking advice/escalating issues when appropriate</p> <p>Methodical and systematic approach</p> <p>Comfortable working with senior managers and Trustees</p> <p>Able to remain calm under pressure and to manage stressful situations in a professional manner</p> <p>Personal resilience and the ability to respond positively to change</p> <p>Ability to exercise discretion in dealing with confidential or sensitive matters</p> <p>Awareness of Equality, Diversity and Inclusion in all aspects of work</p>	

Additional requirements	Able to be flexible as work dictates, especially around deadlines Able and willing to travel to undertake occasional travel throughout the areas covered by both hospices if required	Car owner and driver
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**Job Description and Person Specification Agreement:
The above job description is not exhaustive but an indication of the duties the post holder may undertake and will be subject to review.**

Post Holders Signature:

Date: