

## JOB DESCRIPTION FOR DSAR OFFICER

<b>Job title</b>	Data Subject Access Request (DSAR) Officer
<b>Reporting to</b>	Lenitha Bishop, Head of DPOs
<b>Preferred candidate location</b>	Ipswich, Suffolk
<b>Job location</b>	Ipswich office/from home
<b>Salary</b>	<b>Highly Competitive</b> , subject to experience + Pension + Benefits
<b>Role</b>	Permanent, full time

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### Background on The DPO Centre Ltd

The DPO Centre is the UK's data protection officer resource centre. We provide 'fractional' (so less than part time) outsourced Data Protection Officer resources to over 500 organisations across the UK, ranging from 1 to 8 days per month. We also provide EU Representation services to a range of organisations globally.

We offer the opportunity to work with a portfolio of clients (including the likes of Mazda, The Guardian and the NSPCC), in dynamic, varied and challenging DPO roles and alongside a large number of other like-minded and motivated professionals within a structured, organised and co-ordinated team.

Further details on The DPO Centre and our existing team can be found at [www.dpocentre.com](http://www.dpocentre.com).

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### Candidate profile

First and foremost, The DPO Centre is a service business. We look only to recruit proactive, motivated, enthusiastic, customer driven, commercially aware team players, who can clearly demonstrate a passion for what they do and therefore offer an ideal fit with our core values and culture.

Due to the continued growth in the DSAR response service we deliver to our clients, we require a further experienced Data Subject Access Request Officer who demonstrates excellent communication skills, the ability to prioritise workload and to work in a structured manner. This role represents an excellent opportunity for a DSAR officer to develop their professional career in a variety of sectors.

The role of the DSAR Officer is to ensure that appropriate and complete responses are handled in a timely, accurate and balanced way to meet our clients' needs and ensure their compliance with information rights legislation. Each DSAR response project you are assigned will be supported by an experienced Data Protection Officer from our team, therefore offering many learning and development opportunities.

Successful candidates will possess the ability to manage the demands of a portfolio of clients and will therefore be able to prioritise effectively, navigate conflicting client demands diplomatically and maintain the highest degree of confidentiality and professionalism.

We are looking for candidates that value attention to detail and who deliver high quality work within agreed timescales. They must have the capacity to work on their own initiative, but to also be confident enough to escalate concerns where appropriate.

The role will also include more general data protection administrative support for our large DPO team and to cover annual leave/sickness.

The DSAR response service is delivered remotely to our clients from our Ipswich office, but with a balance of home/remote working.

Our mission is "To inspire and develop one remarkable team, that delivers the extraordinary", hence our company philosophy is based on a '#OneTeam' approach. Contact with management and the other members of the DPO team will be frequent, as are the opportunities for team social activities. This therefore not only fulfils the ongoing requirement to exchange knowledge, share experiences, improve our processes, develop our documentation and constantly improve on the best practice framework employed with our clients, but also to ensure that our new recruits feel very much like an integral part of a motivated, sociable and connected team.

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### Duties and responsibilities:

- Supporting the full life cycle of DSAR requests
- Inform and advise organisations of their obligations
- Ensure all assigned DSARs are completed within agreed timeframes
- Ensure appropriate redactions / exemptions are applied as outlined in the Data Protection Act
- Manage client expectations and liaise with 3<sup>rd</sup> parties like the ICO (supported by a DPO where required)
- Manage and maintain a DSAR log
- Produce reports and information summaries on completed DSARs
- Keep up to date with changes in data protection law and regulations
- Actively contribute to building the overall knowledge base of the DPO Centre's team
- Support the development of DPO Centre's internal processes to streamline service delivery

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### Person Specification:

#### Education and experience:

- Knowledge and experience of fulfilling DSAR requests
- Ideally, a data protection qualifications such as EU-GDPR-P, CIPP/E etc
- Experience across two or more industry sectors (such as education or healthcare)

#### Personal:

- Ability to work independently yet also be a strong team player
- Excellent communication (verbal and written) and interpersonal skills
- The ability to maintain a high degree of confidentiality, trust and credibility
- Calm, controlled and resilient demeanour
- A commercial attitude towards time management
- Capable of dealing with complex issues using problem-solving skills
- Highly responsive with a can-do attitude and flexible working style
- Proven ability to deliver at pace and manage a quality service

#### Required Skills:

- A solid knowledge of the UK GDPR and Data Protection Act 2018
- Extensive experience dealing with the full lifecycle of SAR requests
- An ability to think strategically, assess risks and explain the potential consequences
- Attention to detail
- Sufficient commercial awareness to understand, manage and navigate client expectations
- Project management skills to successfully manage and prioritise multiple DSARs
- Excellent communicator with the ability to deliver a clear message to a variety of audiences
- Ability to excel under pressure when working to tight deadlines

#### Desired Skills

- Degree level qualification, ideally in law (LLB or LLM)
- Knowledge of video editing and document redaction tools
- Written and spoken EU language skills
- Sector specific knowledge e.g. FOI, DSPT, FSA etc
- Negotiation skills to ensure the most appropriate, rather than 'easy', course of action is taken

#### Career Progression

- Working with an ever more prestigious portfolio of clients
- The opportunity to develop sector specific expertise and being an expert in the field
- DPO or Project Management > Team leadership > Senior Management

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### How to apply:

Email your CV and application to [recruitment@dpocentre.com](mailto:recruitment@dpocentre.com)

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