

JOB DESCRIPTION

DATA SUBJECT ACCESS REQUEST (DSAR) OFFICER



Job title	Data Subject Access Request (DSAR) Officer
Reporting to	Pod Leader
Job location	Hybrid – Ipswich min 2 days per week/Home based
Employment status	Permanent, Full-time

ABOUT US

The DPO Centre group is a multi-national data protection compliance consultancy formed in the UK in 2017. We provide outsourced Privacy Professionals, privacy consultancy services and GDPR representation to over 800 organisations globally. The DPO Centre Canada Inc. is the most recent addition to The DPO Centre group of companies, which also consists of The DPO Centre Ltd in the UK, The DPO Centre Europe Ltd in Dublin, and The DPO Center B.V in The Netherlands, and our most recent addition, The DPO Centre Canada Inc together with a network of representation offices throughout the 27 EU Member States.

OUR CULTURE

Fundamental to our '#OneTeam' philosophy is our mission is *"To inspire and develop one remarkable team, that delivers the extraordinary"*. Contact with the other members of our UK and Netherlands based teams will be frequent, as are the opportunities for team social activities. This therefore not only fulfils our commitment to exchange knowledge, share experiences, improve our processes and constantly improve on the best practice framework employed with our clients, but also to ensure that our new recruits quickly become integral to our motivated, sociable, and connected team.

WHY JOIN THE TEAM?

We offer the opportunity to work in a dynamic, varied and challenging role, alongside a group of like-minded and motivated professionals, within a structured, organised and coordinated team.

As a learning organisation, we provide training, shadowing opportunities and personal development to our employees, along with bringing new talent into the sector via The DPO Centre Academy.

OUR PEOPLE

Within The DPO Centre family we have bakers, skaters, bike riders, walkers, avid readers, ultra-runners, budding photographers, keen travellers amongst others. Our team comes from all corners of the world, New Zealand, Argentina, Mauritius, Mexico, South Africa to name a few. Please see for yourself on [our team](#) page.

COMPENSATION

- £30,000+
- Bonus Scheme (non-contractual)

BENEFITS

- Pension Scheme
- 25 days annual leave + Length of Service accrual
- Wellbeing and Electric Vehicle Schemes
- Personal Development
- Additional information on our [benefits](#)

Further details on The DPO Centre and our existing team can be found at www.dpocentre.com.

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.

To support our continued growth, we require a Data Subject Access Request Officer who will need to demonstrate excellent communication and organisational skills, have the ability to prioritise your workload and to work in a structured manner.

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.

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 3rd 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

PERSON SPECIFICATION

Education and experience:

- Knowledge and experience of fulfilling DSAR requests
- Ideally, a data protection qualification or experience in the sector.

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 logically and strategically.
- Attention to detail and analytical skills
- 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:

- 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
- Data Protection Officer > Team leadership > Senior Management

HOW TO APPLY

Email your CV and application to **recruitment@dpocentre.com**

Click [here](#) to view our Recruitment Candidate Privacy Notice.