

JOB DESCRIPTION

DATA PROTECTION SUPPORT OFFICER



Job title	Data Protection Support Officer
Reporting to	Pod Leader
Job location	Hybrid (Ipswich Office min 2 days per week/Home-based) or Remote (Ipswich Office monthly visits for team meetings)
Employment status	Permanent, full-time (37.5 hours per week)

CANDIDATE PROFILE

We're seeking a commercially aware, detail-focused individual to join our team as a Data Protection Support Officer (DPSO). This role is perfect for someone with strong organisational and communication skills who thrives in a fast-paced environment and is eager to learn. While previous experience in a data protection, compliance, or similar support role is an advantage, it's not essential — what matters most is your ability to manage multiple priorities, work with precision, and willingness to be trained in key operational tasks such as responding to Data Subject Access Requests (DSARs), maintaining Records of Processing Activities (RoPAs), supporting school audits, and triaging enquiries via our advice line.

As we are a service business, we look only to recruit proactive, motivated, and enthusiastic team players who are commercially savvy and passionate about their work. The ideal candidate will align with our core values and contribute positively to our culture.

Successful candidates will excel at managing a diverse range of data protection responsibilities while contributing to the continued success and expansion of The DPO Centre. By skilfully prioritising tasks, handling conflicting demands with diplomacy, and upholding the highest standards of confidentiality and professionalism. Attention to detail and a commitment to delivering high-quality work within deadlines are also essential, as is the ability to work independently while actively supporting the growth and development of our wider team.

To ensure every new team member is set up for success, we offer a comprehensive and structured onboarding process. This includes targeted upskilling for those who may be new to data protection or transitioning from adjacent fields. New joiners will receive ongoing support, mentorship, and access to internal resources designed to build confidence and capability in core responsibilities. Our aim is to provide a consistent and supportive foundation that enables all team members to deliver high-quality service and grow within their role.

Candidates should demonstrate an open and forward-thinking mindset, particularly regarding the adoption of emerging technologies, including the responsible use of artificial intelligence (AI), to enhance efficiency, effectiveness, and service delivery.

If you're looking for a client-facing role with meaningful development opportunities in a growing business, we'd love to hear from you.

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 and other applicable legislations
- 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
- Guide clients in drafting and maintaining their Records of Processing Activities (RoPA)
- Support on school audits and triaging advice line enquiries
- Keep up to date with changes in data protection law and regulation
- 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

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
- DPSO > DPM > DPO > Team leadership > Senior Management



SKILLS AND EXPERIENCE



Education and experience

- Experience working in a fast-paced, detail-oriented role - this could be in compliance, administration, legal, customer service, recruitment, or other operational environments
- Knowledge and experience of fulfilling DSAR requests is advantageous, but not essential
- A proactive attitude and eagerness to develop new skills in data protection operations and client service



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
- Open-minded and forward-thinking, with a willingness to embrace emerging technologies



Required skills

- A solid knowledge of, or willingness to learn, the UK GDPR, Data Protection Act 2018, and the Data (Use and Access) Act 2025
- Strong analytical thinking and attention to detail
- Sufficient commercial awareness to understand, manage and navigate client expectations
- Project management skills to successfully manage and prioritise multiple tasks
- 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



Advantageous skills

While not essential, experience in any of the following areas would be beneficial:

- Experience dealing with the full lifecycle of DSAR requests
- Familiarity with document handling or editing tools, including redaction or basic video editing
- Ability to communicate in another language, particularly a European language
- Exposure to sector specific frameworks e.g. FOI, DSPT, FSA etc, or an interest in learning about regulatory environments
- Confidence in guiding discussions and making decisions that balance risk, practicality, and client needs
- Awareness of privacy, compliance, or information governance topics from any professional context
- Experience using digital tools or case management systems to coordinate tasks and manage workflows

COMPENSATION & BENEFITS

We offer highly competitive salaries that reflect your skills and experience. In addition, we provide a range of fantastic benefits, including those listed below. Details of the full range of benefits will be provided separately.



£30,000+ per annum, depending on experience



Holiday Buy/Sell Scheme



Wellbeing Resources



Working Abroad Scheme



Remote/Hybrid Working



Maternity and Paternity Leave & Pay



Electric Vehicle Scheme



Bank Holiday Swap Scheme

ABOUT US

The DPO Centre is a multi-national, leading provider of fractional Data Protection Officer (DPO) and privacy services. Since 2017, the company has delivered expert DPO, DPR, and AI governance services to over 1,000 clients globally from our offices in London, Amsterdam, Toronto, New York, Dublin, and our network of representation establishments across all 27 Member States.

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

OUR CULTURE

Fundamental to The DPO Centre's culture is our #OneTeam philosophy:

'To inspire and develop one remarkable team that delivers the extraordinary'

Contact with other members of our various teams will be frequent, as will the opportunities for team social activities. Our mission is to nurture talent and empower individuals. We believe in constantly improving our processes and the best practice framework we employ with our clients. Sharing knowledge and experiences is a vital part of our culture and ensures you will quickly become part of our motivated, sociable, and connected team. It's an essential aspect of our culture and also helps new recruits to quickly become part of our supportive and interconnected community.

We strive to be a team that doesn't just keep up, we set the pace.

OUR PEOPLE

Within The DPO Centre family we have bakers, skaters, bike riders, walkers, avid readers, ultra-runners, budding photographers, musicians, and keen travellers. Our team comes from all corners of the world, including New Zealand, Poland, Mauritius, Mexico, South Africa to name but a few.

Please see for yourself and meet everyone on our team page.

[TEAM PAGE](#)

WHY JOIN THE TEAM?

Our offer to you is the opportunity to work in a dynamic and varied role within a structured team of like-minded and motivated professionals.

The data privacy industry is rapidly evolving, so this role will involve working on projects that encourage continuous professional growth and innovation.

We are committed to empowering everyone in our **#ONETEAM** with the knowledge and opportunities to positively impact attitudes, behaviours, and legislation for the benefit of future generations.

HOW TO APPLY



Submit your interest by completing the application process via the link provided.
For any queries, please contact us at recruitment@dpocentre.com



See our Candidate Recruitment Privacy Policy for full details of our data collection for vacancy applications.

[RECRUITMENT CANDIDATE PRIVACY NOTICE](#)

