

JOB DESCRIPTION AND EMPLOYEE SPECIFICATION

JOB TITLE:	Case and Compliance Officer
DEPARTMENT:	Operations and Compliance
REPORTS TO:	Operations and Compliance Manager
SALARY:	£25,000 - £40,000 depending on experience
HOURS:	36 per week

OVERVIEW

The Data Protection Authority (“the Authority”) is the independent data protection regulator, responsible, through the Office of the Data Protection Authority (“the ODPA”), for the implementation and operation of the regulatory function under the Data Protection (Bailiwick of Guernsey) Law, 2017 and the European Communities (Implementation of Privacy Directive) (Guernsey) Ordinance, 2004. This involves enabling the public to exercise their rights under the legislation as well as supporting organisations in the public, private and third sectors to comply with its requirements. The ODPA is overseen by the Data Protection Commissioner (“the Commissioner”).

PURPOSE OF POST:

- To undertake casework and related compliance duties.
- To carry out a variety of duties in the ODPA's operational advice, performance improvement, complaints, enforcement or registration tasks.
- To progress work to a clear and consistent outcome in line with operational strategies, policies and procedures.

KEY RESPONSIBILITIES

- Using judgement, intellectual ability and initiative, handle cases and undertake wider regulatory activity under the legislation overseen by the ODPA in line with established strategies, policies and procedures.
- Assist in managing casework tasks and other administrative tasks to support the smooth running of the team.
- Provide briefings and present case overviews to colleagues and more senior members of staff where necessary.

- Negotiate with organisations to achieve compliance with the relevant legislation.
- Provide good customer service to all parties, managing expectations sensitively and communicating clearly, regularly and at an appropriate level, in writing or over the telephone.
- Manage your workload making broadly independent decisions about cases, priorities and opportunities to improve the practices of those the ODPa regulates.
- Raise public awareness of information rights.
- Proactively develop legislative expertise, keeping abreast of developments in all areas of data protection.
- Develop and maintain relationships with any relevant internal/external stakeholders as appropriate.
- Identify and communicate matters arising out of your work that are suitable for further action by the ODPa.
- Attend internal meetings and accompany other staff to external meetings and events where necessary.

PERSON SPECIFICATION

This role will require a criminal records check, namely a 'Standard Check' as part of the ODPa's recruitment process. These checks are processed by the Disclosure and Barring Service and will be conducted after selection.

A candidate should demonstrate the following qualifications, skills, competence and/or qualities:

Essential Requirements:

- Excellent communication skills, both written and oral;
- Excellent customer services skills and the ability to deal with members of the public and professionals in a highly professional, courteous and efficient manner, including in challenging circumstances;
- A methodical, accurate and organised approach to work, with the ability to develop, manage and maintain administration and IT systems;
- A proven ability to maintain confidentiality and handle sensitive issues diplomatically and with integrity;
- An ability to grasp basic legal concepts and explain them in a simple way to others;
- The ability to work with minimum supervision with a focussed and proactive approach to completing tasks/objectives.

Desirable Requirements:

- Knowledge of data protection and other information rights legislation.
- Experience of conducting investigations.