

ROLE PROFILE – Compliance Support Officer

Risk and Information Governance

Role Purpose:

- Support the delivery of effective Information Governance, Information Security, Business Continuity and Environmental management planning across the organisation to meet legislative and internal controls, improve business efficiency and reduce business risk.
- Support the delivery of day-to-day Information Governance, Business Continuity & Environmental Management work across the business.

Outcomes:

- Contribute to the delivery of Information Governance, Information Security, Business Resilience and Environmental management workstreams, liaise with Internal stakeholders including senior management.
- Support audit and assurance work as well as project work and initiatives for the improvement of information management and business compliance with standards and best practice
- Support legal compliance with data protection legislation and implementation of information security and environmental standards
- Provide support to the Information Governance and Compliance team, support management of data protection and transparency code requests, records management queries and information incidents and other disclosure matters
- Support case handling work, extract and prepare information, liaise with business areas to seek relevant information
- Provide support to Business Resilience and Audit function maintaining audit documentation and registers
- Assist with internal audits, surveys, impact assessments, gap analysis and analyse results and prepare reports with action plans.
- Assist with preparing reports, KPIs and ad hoc reports
- Assist with drafting and delivering training and awareness sessions.

Knowledge, Skills & Experience:

Essential

- Knowledge and understanding of key principles of Data Protection legislation, UK GDPR and Freedom of Information Act
- Working experience in supporting governance and compliance function
- Excellent interpersonal and organisational skills, and a customer orientated approach.
- Analytical, accurate and efficient data handling skills, with a high degree of attention to detail and accuracy
- Flexible and adaptable approach with a proven ability to prioritise workload to meet deadlines
- Ability to work independently and on own initiative, seeking guidance when appropriate

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- Excellent written and verbal communication skills, the ability to produce high quality written work
- Good level of IT skills knowledge and experience of using Microsoft O365 applications

Desirable

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- Experience of working in Information Governance and Data Protection with managing data subject rights requests and freedom of information requests
- Experience of working with compliance frameworks, in particular ISO standards
- Experience in audit and project work
- Experience of developing and delivering training and awareness sessions
- Ability to research and review legal information and technical standards