

Job Description

Job title:	Data Protection and Compliance Officer
Department:	Compliance, Risk and Governance
Reporting to:	Senior Compliance and Assurance Manager
Salary:	£46,022 per annum
Hours:	35 per week
Location:	Based in London with homeworking options in line with Crisis' Hybrid Working Policy
Contract type:	Permanent

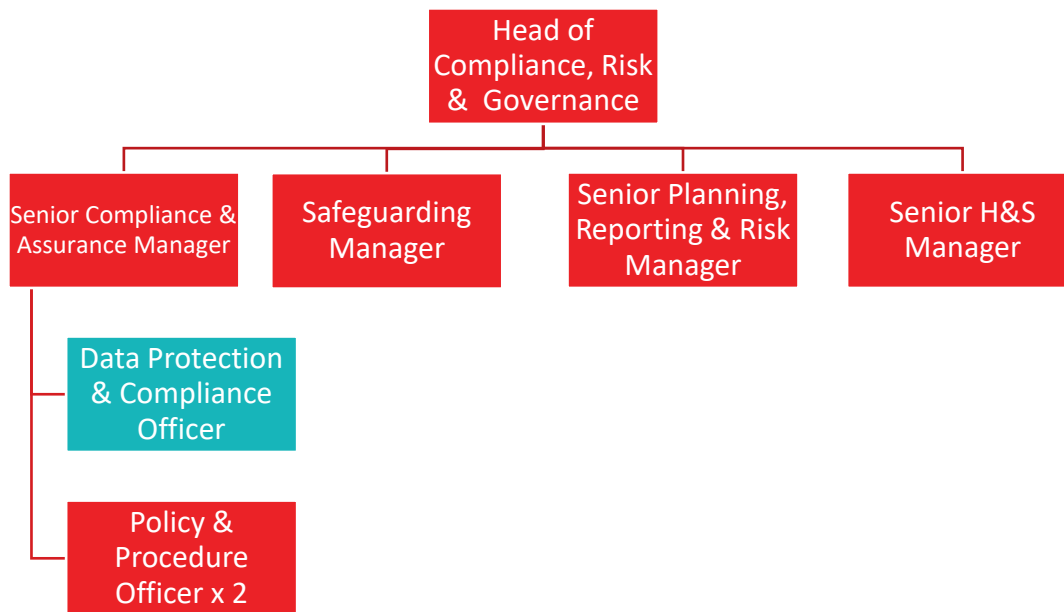
Aim and influence

- Delivering the data protection and compliance agenda at Crisis, ensuring a risk-based approach in line with applicable laws including the Data Protection Act 2018, UK General Data Protection Regulation and the Privacy and E-Communications Regulation in respect of marketing compliance.
- Being instrumental in ensuring a culture of data protection compliance at Crisis.
- Advising Crisis on the impact of legislative changes as revised content to the DP Bill becomes known.

Reporting and key relationships

- Line managed by the Senior Compliance and Assurance Manager
- Works closely with:
 - Client Services
 - Senior Strategic and Contracts Manager
 - Data, Digital & Technology
 - Brand, Marketing and Fundraising
 - Other directorate teams and leaders.

Organisational chart - Please note structure is subject to change



Job responsibilities

Provide advice and guidance to all areas of Crisis on privacy and data protection law in relation to team and directorate activities, championing the ethical use of data and privacy rights. Responding to privacy-related questions from both service users and business areas as these arise, escalating complex areas to Crisis' external legal support where necessary.

- Monitor and advise on the undertaking and completion of data protection impact assessments.
- Maintain a policy review programme to ensure that Privacy and Data Protection related policies and guidance are refreshed and updated in line with scheduled review dates.
- Review data protection clauses in contracts.
- Work with our regional Skylights (member service centres) and contribute to the drafting of Information Sharing Agreements where Crisis works in partnership with other charities, local authorities or enters multi-agency sharing agreements.
- Provide privacy and data protection input to relevant internal governance forums and advisory boards.
- Triage data breaches, assisting in incident responses (including evaluating ICO notification requirements).
- Oversee and action Rights issues where needed: Subject Access Requests, Right to Erasure Requests and complaints.
- Produce data protection compliance reports.

Privacy & E-Comms Reg

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- Work alongside Brand, Marketing and Fundraising, advise on PECR compliance in respect of marketing channels and approaches
- Identify and escalate significant regulatory issues to the Head of Compliance, Risk and Governance.

General responsibilities

- Actively encourage and support member involvement within Crisis
- Develop an understanding of homelessness and Crisis' aims
- Follow Crisis policies and procedures, including health and safety
- Carry out other reasonable duties that may be required.

Person Specification

Essential

1. A good understanding of data protection law and policies and how these are interpreted into day-to-day business activities
2. Recent experience working in a role providing data protection compliance
3. Ability to work with colleagues to devise pragmatic and creative solutions
4. Excellent organisational skills and follow-through with strong judgment, ability to prioritise, confident to make recommendations and the ability to engender trust
5. Skilled in use of Outlook, Microsoft Teams, and Office 365 (PowerPoint, Excel, Word), and SharePoint
6. Commitment to Crisis' purpose and values including equality and social inclusion.

Desirable

- 1 Recognized qualification in data protection (BCS, CIPP or equivalent) or Information Governance
- 2 Ability to understand privacy and data protection language in legal contracts
- 3 An understanding of cyber security standards, especially in the context of potential supplier assessment
- 4 Understanding of IT systems and their connection to data collection and processing
- 5 Ability to operate effectively in a matrixed environment: building and managing peer relationships through achievement of results, accountability to schedule, and meeting internal client needs
- 6 Third sector experience in a medium to large charity.

We encourage applications from all sections of the community and particularly from people who have lived experience of homelessness.

Supporting your application

Thank you for your interest in working for Crisis.

Before you apply, please take a moment to read through the frequently asked questions below which are designed to support your application and help you understand our recruitment processes.

The person specification requires a qualification or experience that I do not have. Is it still worth me applying?

The person specification has the key knowledge, skills, experience or behaviours needed to carry out the job successfully and you will be scored based on any information you provide. If you don't quite meet the criteria, for example if you have an understanding of something rather than experience of doing it yourself, you may still pick up points for explaining your understanding or how you might approach it. However, some of the person specification points, for example specific qualifications, are critical to the role so if you don't meet those requirements, you are unlikely to be shortlisted.

Can I apply by sending my CV?

Occasionally we accept CVs and a covering letter but only if this is requested in the advert for the post. We don't accept speculative applications or hold CVs on file.

What should I do if I can't complete an online application?

If you would like to apply in a different format, for example in a Word document, because you are unable to use the online process, please contact the Recruitment Team jobs@crisis.org.uk. It is helpful if you provide details of your requirements or suggestions about how we might best support you to apply so that we're able to consider alternatives.

How can I maximise my chance of being shortlisted?

It is important that you complete all sections of the online application form to ensure that the recruiting panel understand your interests, skills, behaviours, knowledge and experience.

Shortlisting is mostly based on the information you provide in the assessment form section.

A strong application will also be in line with the **Crisis Values** that you can find on our website.

Please note! If you don't provide full responses against the person specification points, the panel won't be able to score your application fully and it will be unlikely there is enough information for you to be shortlisted.

How quickly will I know if I have been shortlisted?

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Every recruitment campaign will be different depending on how quickly the shortlisting panel can review applications but if you have not been shortlisted, you will receive an email from us confirming that.

If I am not shortlisted, can I get feedback on my application?

Unfortunately, we are not able to offer feedback on your application if you are not shortlisted for interview.

Can I get feedback after my interview?

We appreciate that information about where you did well or less well can be useful, so if you are not successful following interview we are able to provide feedback.

Will you notify me of future vacancies?

Once you have registered via Crisis Jobs Online, you can sign up to receive notifications of new vacancies based on the criteria you select. We also recommend that you check our website regularly for details of new vacancies.

I recently applied for a role and was not successful, but have seen the role re-advertised. Is it worth me applying again?

If the gap between advertising has been short, we would normally advise that candidates need not apply again, unless you have re-written and enhanced your application. Some examples might be that you have strengthened your examples using the STAR technique above.

Crisis Jobs Online

I have typed my personal statement answers into the online form, but it won't let me save them. What should I do?

There is a word limit of 400 per answer so it could be that you have exceeded the limit and that is what is preventing you from saving your work.

I filled in the personal statement section and tried to save it/submit it. However, it wouldn't do this and my information was lost. Is there any way to retrieve it?

You are encouraged to record your answers in a Word document first before copying and pasting your answers into the online application form, using the keyboard shortcuts Ctrl + C to copy and Ctrl + V to paste. The application form has a strict time out limit and so if you take longer than that limit you will lose your work and we are unfortunately not able to retrieve it.

Where can I get help?

If your query has not been answered above, you can contact the Recruitment Team jobs@crisis.org.uk for support.