

Job Description: Data Compliance Lead

General role information	
Job Title:	Data Compliance Lead
Reporting to:	Senior Quality and Governance Partner
Salary Band:	H
Notice period:	3 months
Budget Responsibility?	No
Contract type?	Permanent
Direct Reports?	N/A
Client facing role?	No
Key stakeholders – internal?	Yes
Key stakeholders – external?	Yes
About MSI Reproductive Choices	
<p>Only when choice is a reality for each of us, can we create a better, more equal world for everyone. Here at MSI Reproductive Choices UK (MSI UK) we are proud to be a social enterprise that is changing the world for the better, we reinvest and donate our profits towards creating a positive social change across 37 countries globally.</p> <p>As one of the world's leading providers of sexual and reproductive healthcare our aim is simple: to empower clients to make the reproductive choices that are right for them. That is what we mean by client-centred care.</p> <p>At MSI Reproductive Choices UK our client-centred care philosophy means respecting our clients as active partners in their own service, caring about who our clients are, their experiences, and how they feel before, during and after they access care with us.</p> <p>MSI Reproductive Choices is committed to safeguarding: promoting the welfare and safety of everyone involved in the delivery or receipt of sexual and reproductive health services, especially children, young people and vulnerable adults. We are committed to ensuring diversity, and equality for all within our organisation and encourage applicants from diverse backgrounds to apply. We expect all staff and post holders to share our values and commitments.</p> <p>We pride ourselves on having a Just and Learning culture and recognise that successes or mistakes are the product of many factors and our learning focuses on changing systems and processes to make it easier for people to do their jobs safely.</p>	
The department / team	

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The Data Compliance Lead plays a vital role within the organisation's quality and governance team by ensuring that data protection practices align with the broader framework of continual quality improvement. They contribute to refining operational practices and service delivery. Their work ensures that data handling processes are transparent, secure, and compliant, fostering a culture of accountability and continuous improvement. This integration of data compliance into the quality and governance structure helps the organisation maintain high standards in service delivery, while safeguarding information and reducing operational risks.

The role

The Data Compliance Lead is responsible for offering expert advice to the organisation on data protection matters, ensuring adherence to relevant laws and regulations. Their key functions include overseeing the handling of Freedom of Information (FOI) requests and Subject Access Requests (SARs), managing data incidents and risks, and making referrals to the Information Commissioner's Office (ICO) as needed. Additionally, they monitor and enhance the organisation's data protection performance and policies ensuring it aligns with legal and regulatory standards to safeguard data and mitigate risks.

Key responsibilities

- Responsible for completing and seeking assurance on the annual Data Security and Protection toolkit preparation and completion, identify risk and work with key stakeholders to mitigate.
- Responsible for ensuring compliance to the UK statutory obligations for information governance and ensuring regular monitoring and evidence to internal stakeholders.
- Manage and coordinate information incidents and risks escalating and grading in accordance with regulatory requirements. Reporting to the supervisory authority where warranted.
- Support and lead IG link team members and support quality and governance team across the organisation for IG compliance, report performance to the IGSG.
- Lead and initiate data compliance audits across MSUK, LSO, GIS and other shared services, to include any country programmes where GDPR applies and suppliers (where personal data is processed) for compliance. Ensure the joiners, leavers and movers process is sufficient and audit access controls to systems with personal data.
- Visit Centres to inspect IG compliance as part of the Support Quality Assurance Review programme, ensuring all regional treatment centres, contact centres and community hubs are inspected at least once per annum.
- Run annual GDPR Accountability Framework using the ICO tracker to set the assurance to the IGSG of MSIs compliance.
- Lead and minute the IG steering group, monitor Terms of Reference and members for relevance and compile all reports for IG.
- Support the internal review of Information Sharing Agreements (ISAs) and other data protection related documentation.
- Initiation and coordination of Data Protection Impact Assessments, measure risk and present for sign off by DPO.
- Monitoring the ICO website for changes and alerts relevant to MSUK, this includes keeping abreast of regulatory changes, NHS Standard Contractual changes and general UK privacy laws.

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- Support Information Asset Owners (IAOs) to ensure data governance and data protection obligations are being met during design and implementation of systems and processes.
- Compliance check new contracts for appropriate data protection clauses prior to approval.
- Identify and assess the use of internal and existing systems for personal data processing.
- Create appropriate data compliance policies and procedures and draft communications for release.
- Accountable for review of all data privacy policies and processes.
- Manage effective records management handling processes and ensure adherence and manage related suppliers such as for medical records storage and shredding companies, including record destruction when retention is met in both physical and digital formats.
- Ensure the Information Governance, Accessible Information Standards and Cyber Security training modules are up to date and fit for purpose and that colleagues meet the expected compliance levels and escalate where required. Deliver in person training when required.
- Provide advice to the organisation around data processing queries.
- Attend Information Governance and appropriate data protection events to stay current with regulation and healthcare guidance.
- Responsible for the review of incidents and risks as required using our incident management system and manage appropriate mitigation.
- Coordination of significant incidents where necessary, completing appropriate investigation reports and attending significant incident panels where necessary, working with the business development/contract team to report to key stakeholders and commissioners.
- Constantly evolve the IG function to align with regulatory changes and standards and strive to reduce IG incidents across the business, reporting on trends.
- Attend weekly Complaints, Litigation, Incidents, Patient feedback and Safeguarding (CLIPS) meetings to represent and manage the IG function and where themes may be prominent manage these to resolution or apply changes.
- Manage the OneTrust Data Privacy Software and the records of processing activities as mandated under GDPR, constantly look to evolve the software to improve the IG processes around the business.
- Seek Assurance on security standards and compliance across MSI with support from IT and Cyber teams, deliver the ISO27001, Cyber Essentials Plus and others as they arise.
- Work closely with the Cyber/Security Specialist to ensure renewals of certifications take place and that all CareCert alerts from NHS Digital are addressed.
- Oversee and support both FOI and SAR management ensuring compliance with regulatory timeframes.
- Lead the role of Privacy Officer for oversight and approval of access to the National Care Record Service and the Child Protection Register.
- Understand the NHS identity service and structure of Registration Authority, Information Asset Owners and Administrators providing advice when required.
- Liaise with and manage the partnership with the sponsoring NHS Registration Authority for the issuance of smartcards for colleagues to apply for and access the eReferral system on the HSCN NHS Network.

Key Skills and Experience

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To perform this role, it is essential that you have the following skills:

- Demonstrable experience working with technical and non-technical stakeholders, including the ability to analyse and present information to staff from non-Information governance backgrounds
- Data Processing Flow mapping understanding (as-is and to-be processes)
- Document information Assets using our DPIA template and OneTrust privacy tool, or equivalent
- Ability to communicate and collaborate at all levels of the organisation.
- Meeting management of Information governance steering group – minute and action capture and distribution to stakeholders.
- Demonstrable experience of dealing with information/erasure requests.
- Knowledge of, and ability to adhere to, data protection principles, rights and lawful basis.
- Intermediate to advanced skills in using Office 365 applications, in particular Teams, Outlook, Word, Excel, PowerPoint; strong technology skills and ability to pick up new systems quickly.
- A team player as well as dedicated, committed and bring a high level of self-motivation. Ability to take the initiative, be assertive, persuasive and think strategically.
- Ability to work in a diverse and inclusive environment, respecting and collaborating with all individuals equally, and with a commitment to overcome bias and prejudice.
- Excellent presentation skills and experience of keeping users engaged, holding, and supporting steering group meetings, leading calls when required.
- Be able to work outside of core hours or on weekend where a project may require it.
- High level of attention to detail, delivering quality in a fast-paced environment with potentially tight deadlines.

To perform this role, it is desirable that you have the following skills:

- Experience of Information Governance and compliance role ideally in the not for profit or healthcare space
- Experience in working on projects in a compliance capacity.
- Knowledge of working with NHS, CCG or CQC or healthcare environment
- Experience with incident management, ICO liaison.
- Experience with report drafting and minute taking.
- Knowledge of DPA 2018, UK GDPR, Data Protection Impact Assessments and Records of Processing Activities.
- Experience with delivering business cases and projects.
- An understanding of current data protection and cyber security landscape and how we should respond to changes within it.

Formal Education/qualification

- Degree Educated/Further Education (Desirable)
- Data Protection/GDPR training (Desirable)

Personal Attributes

We recruit talented, dynamic people with diverse backgrounds and experiences, all united by a belief in our mission and a focus on delivering measurable results. We're proud to be an equal opportunities employer and are committed to creating a fully inclusive workplace, where everyone feels able to participate and contribute meaningfully. You must be open-minded, curious, resilient, and solutions-

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oriented, and be committed to promoting equality, and safeguarding the welfare of team members and clients alike.

For this role, we're looking for an individual who is:

- Pro-choice, support and adhere to MSI vision and goals.
- Dynamic, creative individual with the ability to show initiative.
- Team player, providing support and encouragement.
- Organised and process oriented, with an attention to detail and able to prioritise workload.
- Customer focused, responsive to changing priorities and demands.
- Strong communication skills and a team player.
- Ability to analyse complex problems in a structured manner whilst working under pressure.
- Focused on delivery with a 'can do' approach.
- Demonstrates MSI team member behaviours and professional self-development.

Please note that you may also be required to carry out reasonable additional ad-hoc duties, at the request of your line manager.

Signature

By signing below, you indicate that you have read and agree to this job description.

Full name:

Signature:

Date: