

Data Protection Officer

Job Description

Pod: Governance

Stem: Governance

Reports to: Head of Governance

Direct reports: None



At Red Kite, we are a little bit different. We do not stand on ceremony, so forget things like silos, teams and directorates and instead think more organically! We do not just work for our customers; we work with them.

We are recruiting a Data Protection Officer to be Red Kite's named DPO under the UK GDPR and Data Protection Act 2018. You will give independent advice and assurance, monitor our compliance and help us protect our customers' and colleagues' information in a practical, proportionate way.

This is a senior specialist role within Governance. You will work across the business and have the authority and direct access needed to raise concerns, challenge decisions and give clear assurance to the Executive Leadership Team and Board.

Key Responsibilities

- Inform and advise the Board, Executive Leadership Team and colleagues about their obligations under data protection and related information rights law.
- Monitor compliance through a proportionate, risk-based programme of assurance, including policies, responsibilities, training, audits and follow-up action.
- Advise on Data Protection Impact Assessments and monitor their quality and completion, making sure the DPO is involved early in higher-risk changes, projects and procurements.
- Advise on personal data breach assessment, containment and notification, and act as the principal contact with the Information Commissioner's Office where required.
- Lead Red Kite's readiness for STAIRs Phase 2 information requests from 1 April 2027.
- Put in place clear governance, procedures, guidance, templates, case records and management information, working with service owners, Customer Services, Governance, IT and Communications.
- Provide independent advice on identity verification, scope, searches, withholding and redaction, extensions and other complex or sensitive decisions.
- Monitor delivery against the 30-calendar-day response and internal review timescales, identify themes and risks, and make sure learning leads to improvement.
- Provide oversight and advice where a customer escalates a matter to the Housing Ombudsman, and report material issues to senior leaders and the Board.

Qualifications, Skills & Experience

- A recognised practitioner-level data protection qualification, such as the BCS Practitioner Certificate, CIPP/E or equivalent, or an equivalent depth of expert knowledge evidenced through substantial DPO experience.
- Strong, current knowledge of the UK GDPR, Data Protection Act 2018, Privacy and Electronic Communications Regulations and relevant Information Commissioner's Office guidance.
- Experience as a named DPO or senior privacy lead in a complex, regulated or customer-facing organisation.

- A track record of giving credible, independent advice and assurance to senior leaders and Boards, including the confidence to challenge and escalate when needed.
- Practical experience of complex information rights requests, personal data breaches, Data Protection Impact Assessments and engagement with regulators or oversight bodies.
- Experience of building and embedding proportionate policies, procedures, records, training and assurance arrangements rather than treating compliance as a paper exercise.
- Experience of leading change across organisational boundaries and delivering to fixed statutory or regulatory deadlines.
- Experience of social housing, or another regulated public-service environment, would be an advantage, as would knowledge of STAIRs, the Regulator of Social Housing and the Housing Ombudsman.

Our Essentials

- The Head of Governance will provide day-to-day line management. For DPO matters, you will have direct access to the Chief Executive, Executive Leadership Team and Board, including the relevant Board committee.
- You will perform the DPO function independently. You will not be instructed on the conclusions you reach, whether or how you escalate a concern, or how you carry out the statutory tasks of the role, and you will not be disadvantaged for doing so.
- Red Kite will involve you properly and in good time in matters involving personal data and will provide the access, support, information and continuing professional development needed for the role.
- Service and data owners remain responsible for operational decisions and delivery. Your role is to advise, monitor, challenge and provide assurance; it is not to take over every data protection task across the business.
- You may support related governance work where it is compatible with the DPO function and does not create a conflict of interest. You will not hold any role that determines the purposes and means of processing personal data.
- A trusted, visible and approachable specialist who makes complex issues clear and gives colleagues practical ways forward.
- A brave but balanced professional who supports good decisions and challenges them when the evidence or risk requires it.
- Someone with real integrity, sound judgement and the confidence to remain independent while building strong working relationships.
- A calm and organised communicator who can handle pressure, prioritise competing demands and be clear when a deadline or risk needs attention.
- A collaborative colleague who listens to customers and teams, understands how Red Kite works and focuses effort where it will make the biggest difference.

General Responsibilities

This section outlines the broader responsibilities an organisational expectation what apply to all Red Kite employees, in addition to the role-specific requirements of the post.

- a) **Tenant Focus** - Deliver a responsive, respectful and inclusive service to Tenants, placing their needs at the centre of decision-making and always ensuring a positive Tenant experience.
- b) **Compliance and Regulatory Standards** - Ensure all activities comply with relevant legislation, regulatory standards (including the Regulator of Social Housing), and internal policies, maintaining the highest standards of governance and accountability.
- c) **Safeguarding** - Promote and safeguard the welfare of Tenants and staff, recognising and appropriately responding to safeguarding concerns in line with Red Kite policies and statutory requirements.
- d) **Health and Safety** - Take reasonable care for the health and safety of yourself and others, ensuring compliance with health and safety legislation, policies, and procedures at all times.
- e) **Equity, Diversity and Inclusion (EDI)** - Actively support equity, diversity and inclusion, treating all individuals with dignity and respect, and contributing to an inclusive environment for employees and Tenants.
- f) **Values and Behaviours** - Demonstrate and promote organisational values and expected behaviours, contributing to a positive, collaborative and high-performing culture.
- g) **Data Protection and Confidentiality** - Handle all information in accordance with GDPR and data protection requirements, maintaining confidentiality and ensuring data integrity.
- h) **Financial and Resource Responsibility** - Use organisational resources responsibly and, where applicable, operate within delegated financial limits to deliver value for money.
- i) **Flexibility Clause** - Undertake any other duties commensurate with the role, as reasonably required, to support the effective delivery of services.
- j) **Hybrid Working** - Work flexibly in line with organisational arrangements, balancing business needs with effective collaboration and service delivery.
- k) **Commitment to Professional Development** - Maintain and develop professional knowledge and skills, participating in training and development opportunities as required.

This job description is subject to regular review and appropriate modification.