

# Your Job Description

At Moat, you'll embrace our social purpose, our vision, our professional standards, and behaviours wholeheartedly and uphold our values, actively contributing to our culture that is open, effective, customer-driven and driven by curiosity.

## Who we are

We're a Housing Association, offering hybrid working, competitive pay and a supportive environment.

Our social purpose is to provide safe and affordable home that make a real and lasting difference by supporting wellbeing, opening opportunities and helping our customers and communities thrive. We value every colleague and every team and want to support you in being the best you can be.

## How we work

Our values and the way we behave form the cornerstone of our journey to delivering safe, well-maintained homes supported by consistently great services. Everything we do focuses on delivering homes that build futures. Our standards and behaviours support our values and they provide clear expectations about how we behave and work as Moat Housing Professionals. You can find these below and the full behaviour framework on our website or intranet.

### Be the Change

Be flexible and adaptable to change, sharing ideas and focusing on solutions.

#### Our Standards

Be inclusive  
Be a leader

#### Our Behaviours

Be adaptable  
Be smart working

### Better Together

Set high standards, working together and welcoming every opportunity to learn and improve.

#### Our Standards

Be knowledgeable  
Be skilled

#### Our Behaviours

Be collaborative  
Be smart working

### Own it

Take personal responsibility for making things happen and seeing things through.

#### Our Standards

Show integrity  
Be ethical

#### Our Behaviours

Be empowered  
Be accountable

### Lead by Example

We work hard for our customers and take pride in making a difference to their lives.

#### Our Standards

Be an advocate

#### Our Behaviours

Be supportive  
Be nurturing



We recognise the significance of equality, diversity, and inclusion (EDI) in achieving success, and we're fully committed to being genuinely inclusive in everything we do. As a Moat Housing Professional, we expect you to show strong commitment to our approach to EDI and to our health and safety, compliance, and code of conduct policies and practices.

# Data Protection Administrator

Who is in my team?	
Team	Governance
Line Manager	Data Protection Lead
My direct reports	N/A

What's my role?
<p>The Data Protection Administrator delivers core data protection activities, ensuring requests, records and processes are completed accurately and within required timescales. Working closely with the Data Protection Coordinator and reporting to the Data Protection Lead, you will process data protection requests, maintain key records, and apply established procedures to support compliance with data protection legislation.</p>
What am I accountable for?
<ul style="list-style-type: none"><li>• Process Subject Rights Requests (including DSARs), including gathering information, reviewing content and applying redactions</li><li>• Maintain accurate logs and records of all requests, ensuring deadlines are monitored and met</li><li>• Communicate directly with customers and their representatives regarding data protection requests, providing clear, accurate and timely responses in an appropriate, ethical and empathetic manner</li><li>• Manage and respond to routine queries received via the Data Protection inbox, escalating complex issues as required</li><li>• Record and update data breaches, track actions and ensure follow-up is completed</li><li>• Process data breach reports, support with investigations as required, set and follow up on actions from such investigations and communicate lessons learned to the relevant stakeholders.</li><li>• Complete data extractions and prepare information in line with data protection requirements</li><li>• Maintain data protection registers and records (e.g. request logs, breach logs, DPIA tracking)</li><li>• Process CCTV data requests in line with policy and timescales</li><li>• Provide support to the team to complete Data Protection Impact Assessments (DPIA)</li><li>• Identify and escalate risks, issues or inconsistencies to the Coordinator or Lead</li><li>• To carry out any other duties consistent with the post that may be required from</li><li>• Keep abreast of changes in data protection laws to support updates of policies and procedures which help to drive continuous improvement in services across the organisation.</li></ul>

- Keeping accurate records and manage all data in accordance with our Data Governance Framework, relevant legislation, and best practice. You must also understand and fulfil your responsibilities as set out in this framework.
- Carrying out my work in line with our:
  - Professional standards, reflecting our values and behaviour framework.
  - Policies, procedures, and code of conduct
  - Commitment to equality, diversity, and inclusion
  - Health and safety responsibilities
  - Confidential reporting (whistleblowing) policies.
- To carry out any other duties consistent with the post that may be required from time to time, at the discretion of the line manager

## What do I need?

### Entry Requirements:

- Demonstrable experience working with data protection, information governance, or handling personal data in a regulated environment
- Practical experience supporting or processing Subject Rights Requests (e.g. DSARs) or handling structured casework involving sensitive personal data
- Experience applying confidentiality and data handling principles in day-to-day work
- Strong attention to detail with experience maintaining accurate records and audit trails
- Proven ability to manage multiple tasks and meet strict deadlines
- Good understanding of data protection principles (e.g. UK GDPR basics)
- Experience drafting clear, accurate written responses (e.g. customer responses, casework, or reports)
- Strong IT skills including Microsoft Office and experience using systems to manage casework or requests
- Ability to follow defined processes consistently and escalate issues appropriately

### Fully Proficient Requirements:

- Experience in a housing sector
- Experience using data protection or case management systems
- Experience completing DPIAs, breach handling or data registers