

Your Job Description

At Moat, you'll embrace 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 vision is to lead as a customer pioneer, driven by outside-in thinking, and dedicated to delivering an exceptional customer experience. 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 achieving our purpose of 'opening doors to better lives' for our customers and our vision to become Customer Pioneers. 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 Coordinator

Who is in my team?	
Team	Governance and Compliance
Line Manager	Data Protection Lead
My direct reports	n/a
Updated	April 2026

What's my role?

The Data Protection Coordinator role supports the Data Protection Lead and is responsible for ensuring compliance with data protection regulations, the coordination and administration of data protection activities within Moat, including the handling of Subject Access Requests, personal data breaches, and queries received via the Data Protection inbox and internal ticketing system.

- What am I accountable for?**
- Acting as the first point of contact for data protection related queries received via the inbox and internal ticketing system.
 - The efficient administration of Subject Rights Requests including Data Subject Access Requests (DSAR) and associated legal compliance.
 - Assist with data extraction, revision, gathering of personal data from different departments, and/or redacting of 3rd party data.
 - Logging, updating, and tracking the progress of Subject Rights Requests, taking personal responsibility for maintaining good records.
 - Assist with the correct actioning and logging of Data Breaches, including lessons learnt and championing improvements.
 - Responding to requests for support and completion of Data Protection Impact Assessments (DPIAs).
 - With supervision, draft and review data sharing agreements, outlining the terms, conditions, and safeguards for sharing personal data while protecting the rights of data subjects.
 - Assist with the on-boarding and ongoing administration of Moat's Data Protection database.
 - Keeping data protection registers up to date including Record of Processing Activities (RoPA), DPIA, Data Sharing, and Data Breach registers.
 - Supporting the Data Protection Lead to draft policies, guidelines, and standard operating procedures around data protection activities.
 - Championing a strong data protection culture across Moat, through awareness campaigns.
 - Keeping abreast of changes in data protection laws to update policies and practices accordingly and help to drive continuous improvement in services.
 - 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
 - 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.
 - 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:

- Knowledge and expertise in Data Protection regulation and data rights.
- Detailed experience of supporting the delivery of a DSAR process.
- Demonstrable experience of housing sector service delivery.
- Extensive experience engaging with customers and representatives.
- Experience of working in a small team to meet regulatory deadlines.
- Excellent communicator (able to communicate legal and technical jargon in a clear and concise manner).
- Strong IT literacy, proficient user of MS Office packages, particularly MS Word.
- Demonstrable experience of using customer databases, data protection software, and SharePoint.
- Willingness to undertake additional learning and / or additional relevant qualifications.

Proficient Requirements:

- Possession of relevant qualifications such as IAPP CIPP/E.
- Experience in quality, risk management and compliance processes, with strong data protection knowledge.
- Proven experience drafting concise, highly accurate responses to customer enquiries and complaints.
- Proven experience processing complex data subject requests.
- Strong relationship management skills with influencing and negotiation abilities.