



SENIOR DATA PROTECTION ADVISOR

Collaboration | Empowerment | Innovation | Integrity | Passion

CHANGEWORKS.



**Collaboration,
empowerment,
innovation, integrity
and passion are the
values which shape
our behaviours
and actions.**

Dear candidate

I'm Stuart Hiles - Senior Quality and Improvement Manager at Changeworks, and I'm delighted you're considering coming to join us on our mission to decarbonise Scotland's homes.

You would be joining us at a very exciting time for Changeworks. Building on our 35 years of experience in delivering high-impact solutions for low-carbon living, our new strategy will see us grow and scale up our work. This role will play a key role in that.

The Senior Data Protection Advisor forms part of the Quality & Environmental Systems Team within the Strategy & Development directorate. The team is responsible for:

- Leading on the day-to-day delivery of the Data Protection service across Changeworks
- Measuring, reporting and leading on initiatives to reduce Changeworks' carbon footprint
- Successfully attaining and maintaining quality, environmental and health & safety accreditations
- Identifying, developing and delivering quality improvement initiatives across the organisation.
- Coordinating, designing and implementing organisation-wide learning & development programmes.

I look forward to meeting you and talking more about our vision, and how you can fit in.

Kind regards,

Stuart Hiles
Hiring Manager

| The application process | |
|-----------------------------|--|
| Application deadline | 11am, Friday 20 September 2024 |
| Interview date | Week commencing 23 September 2024 |
| Interview location | In person, Edinburgh Office or online via Microsoft Teams |
| Interview format and length | Data Protection in tray exercise (circa 30 mins) followed by 45-minute interview |

| Contact details | |
|---|--|
| General enquiries about this job | Reception 0131 555 4010 |
| For an informal discussion about this job | Stuart Hiles, 07901 550731, shiles@changeworks.org.uk |

| Job Description | |
|------------------|---|
| Job title | Senior Data Protection Advisor |
| Job reference | SDPA |
| Salary and grade | A7 Point 27 to 30 (£31,238 to £34,587) per annum + 8% employer pension contribution |
| Location of job | Edinburgh or Inverness (hybrid of home and office working) |
| Hours and terms | 35 hours per week. Full time permanent. |
| Holiday terms | 26 days per annum + 9 public holidays |

| General terms and conditions | |
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| <ul style="list-style-type: none">• Changeworks operates a flexi-time system with core hours. There are no overtime payments for this post.• You may need to undergo a Disclosure Scotland check depending on the requirements of the post. Depending on the nature of any convictions that may be disclosed, Changeworks reserves the right to terminate employment with or without notice.• All of the responsibilities outlined below will be reviewed and modified as necessary through consultation with line managers. | |

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| Responsible to | Senior Quality & Improvement Manager |
| Responsible for | N/A |

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| Purpose of the job | To assist Changeworks to achieve its strategic goals and objectives and maintain data protection compliance by providing |
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| | excellent co-ordination, guidance, training, support and by leading associated projects and initiatives. |
| Main objectives and goals | <ol style="list-style-type: none"> 1. Lead on the day-to-day delivery of the Data Protection service across Changeworks, in support of the Senior Quality and Improvement Manager. 2. Review, maintain and develop a range of data protection policies, guidance processes and templates, consulting with key stakeholders. 3. Provide a range of learning opportunities and resources for all colleagues and volunteers, as well as targeted team and role-specific learning to help ensure that they understand their responsibilities, are confident and competent. 4. Manage, maintain and further develop the 'Data Protection Hub', our SharePoint site used to centralise DP information and documents. 5. Lead & support ad-hoc data protection projects and initiatives. 6. Maintain, support and further develop our 'Data Protection Champions' peer group of key team and service contacts. Other duties to support the wider Quality & Environmental Systems Team (QES) and Strategy & Development Directorate. 7. Other duties to support the wider Quality & Environmental Systems Team (QES) and Strategy & Development Directorate. |

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| <p>1. Lead on the day-to-day delivery of the Data Protection service across Changeworks, in support of the Senior Quality and Improvement Manager</p> <ul style="list-style-type: none"> • Act as the primary contact for data protection enquiries. • Manage, evaluate, prioritise and respond to enquiries, utilising the Data Protection Helpdesk application to track and respond, while maintaining a transparent audit trail. • Ensure that data protection breaches are managed swiftly and appropriately, liaising with other teams and stakeholders to minimise the risk of harm to individuals, data loss and reputational damage. • Evaluate and provide feedback on a range of data protection documents (e.g. data protection impact assessments, privacy notices), identifying areas of improvements and risks to be managed in projects and services. • Coordinate responses to individual rights requests (e.g. subject access requests and deletion requests) with the relevant teams while maintaining associated logs and records. • Support the creation, development and review of Data Sharing Agreements and Data Processing Agreements for projects, teams and services. • Improve and maintain the engagement of staff regarding all relevant data protection matters, including policy and process updates. • Liaise with the Information Commissioners Office over Data Protection matters and supportive resources. • Undertaking other duties to help ensure Changeworks' compliance with UK General Data Protection Regulations. identifying key areas for development and improvement. • Report to and liaise with the Information Commissioner's Office, as required. |
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- Work with Internal Communications to provide staff updates, bulletins, briefings in order to raise general awareness and highlight the importance of data protection.
- Monitor and report on trends and priority development areas using Dashboards and other reporting tools to track the DP Helpdesk and DP Hub.

2. Review, maintain and develop a range of data protection policies, guidance, processes and templates, consulting with key stakeholders.

- Maintain awareness of and ensure Changeworks' ongoing compliance with data protection legislation, including the UK General Data Protection Regulations and Data Protection Act (2018).
- Ensure Data Protection policies and associated guidance are developed, reviewed and updated in accordance with planned schedules to reflect current legislation and best practice.
Develop and maintain a range of processes and supporting templates.

3. Provide a range of learning opportunities and resources for all colleagues and volunteers, as well as targeted team and role-specific learning to help ensure that they understand their responsibilities, are confident and competent.

- Collaborate with the Training Team to ensure that relevant learning is deployed using our online Learning Management System (Changed.ED) as part of the Changeworks Induction and refresher training.
- Create general data protection guidance and learning resources using appropriate formats and approaches e.g. presentations, videos, guides, checklists etc.
- Collaborate with the Training Team and Internal Communications to ensure staff are made aware of learning opportunities and resources.
- Evaluate potential e-learning provision.
- Monitor and evaluate the effectiveness of data protection learning programmes.
- Liaise with training providers around the delivery, monitoring, evaluation, and feedback of provision
- Develop a programme of continuous improvement around data protection based on feedback and evaluation.

4. Manage, maintain and further develop the 'Data Protection Hub', our SharePoint site used to centralise DP information and documents

- Work with teams to maintain their specific 'zones' on the DP Hub.
- Work with teams to ensure that non-confidential data protection documents, such as data processing agreements and privacy notices, are centralised on the DP Hub, along with effective dates and other corresponding metadata (tags).
- Publish and maintain processes, templates and guidance on the DP Hub.
- Monitor, evaluate and continually improve the DP Hub.

5. Lead & support ad-hoc data protection projects and initiatives

- Monitor and respond to requests to lead and support organisational projects, agreeing any commitments with the Senior Quality & Improvement Manager.
- Balance the prioritisation of project work with helpdesk requests, day-to-day activities and other commitments.
- Utilise Changeworks' Project Management Toolkit (our standardised templates and processes) and develop data protection documents and agreements, as required.

6. Maintain, support and further develop our 'Data Protection Champions' peer group of key team and service contacts

- Collaborate with the DP Champions to promote good data protection practices within their teams.
- Proactively engage and consult with the network around relevant DP matters and to gain feedback on policies, processes, templates, guides etc.
- Work with the group to promote and maintain their DP Hub team 'zones' and to assist with the ongoing centralisation of their data.

7. Other duties to support the wider Quality & Environmental Systems Team (QES) and Strategy & Development Directorate

- Attend and organise meetings, as required.
- Provide progress and other reports, as required.
- Provide support for other QES Team activities and the Strategy Directorate as required, and as directed by the Senior Quality & Improvement Manager and/or Deputy Chief Executive.

Key contacts

- Deputy Chief Executive
- Internal and External Communications Teams
- Training Team
- DP Champions Peer Group
- ICT Team
- Staff within Changeworks' Strategy & Development Directorate
- Managers and senior staff across Changeworks
- External partners, clients and providers

Mandatory training/qualifications associated with this role:

- Data Protection Practitioner Certificate will be provided for this role.

| Person specification | | |
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| Please explain how you meet the following criteria in your job application | | |
| | Essential | Desirable |
| Qualifications | | |
| A good standard of education and/or evidence of continued professional development | ✓ | |
| Formal Data Protection qualification | | ✓ |
| Experience and skills | | |
| Detailed understanding of UK General Data Protection Regulations, Data Protection Act (2018) and privacy legislation. | ✓ | |
| Experience of providing helpdesk support in a professional and timely manner | | ✓ |
| Excellent organisational, prioritisation and administrative skills | ✓ | |
| Creating, managing and refining spreadsheets and databases | ✓ | |
| Gathering, analysing data and information from a range of sources | ✓ | |
| Excellent IT skills, including working Microsoft 365 applications, SharePoint and CRM systems | ✓ | |
| Experience of creating and maintaining SharePoint sites | | ✓ |
| Excellent communication and team working skills | ✓ | |
| The ability to make appropriate and effective requests for information to senior colleagues | ✓ | |
| An improvement-orientated approach | ✓ | |
| The ability to meet tight deadlines | ✓ | |
| Personal qualities and attributes | | |
| Enthusiastic and positive | ✓ | |
| An ability to work with minimum supervision | ✓ | |
| Excellent communication skills | ✓ | |
| Clear attention to detail | ✓ | |
| Responsible and reliable | ✓ | |
| A commitment to Changeworks' organisational values | ✓ | |

| Staff Expectations of Management Experience |
|---|
| <p>The post holder should expect and be open to:</p> <ul style="list-style-type: none"> • Effective leadership • A positive, honest and enthusiastic working environment • Being supported empowered to effectively achieve objectives and goals within your role • To be treated fairly and with respect |

- To be provided with appropriate training to ensure ability to effectively carry out your role
- Regular and appropriate feedback through 1-2-1 meetings and annual appraisal and associated processes
- Having the opportunity to feedback to manager regularly and through the annual 360 process
- Adhering to all appropriate Changeworks policies to ensure consistency and fairness and health and safety of you and your colleagues.

Complexity

The post holder must be able to:

- Adhere and advocate the Changeworks values and competencies
- Demonstrate flexibility and versatility
- Understanding of data protection principles and legislation
- Utilise technology to develop solutions
- Communicate effectively with key stakeholders and manage relationships
- Keep up to date with the latest developments and compliance requirement in respect of the UK General Data Protection Regulations, Data Protection Act (2018) and privacy legislation.

Creativity

The post holder will be required to:

- Use their own initiative to provide the best possible advice and outcomes to service users
- Utilise effective ways of engaging with colleagues around data protection matters
- Work creatively and analytically in a problem-solving environment demonstrating teamwork, innovation and excellence.

Special conditions

- None



WHO WE ARE

Changeworks has been leading the way in delivering high impact solutions for lowcarbon living for over 35 years. We work with government, local authorities, housing associations, businesses, community groups and individuals to make it happen.

We work for a positive low-carbon reality for everyone, ensuring a just transition for all towards a green economy and society. This will require a sustainable low-carbon society that seeks to reduce the scourge of fuel poverty. Tackling inequalities is core to this mission, as is addressing high levels of emissions among the most well off.

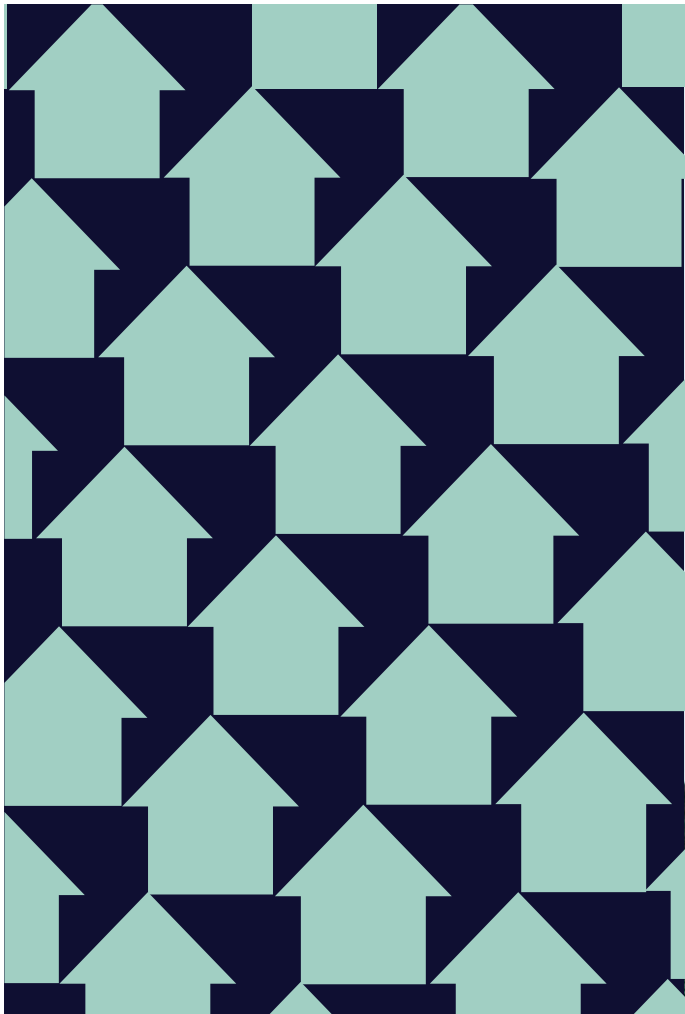
While we believe that individual actions to reduce emissions do make a difference, this action must be dramatically and radically scaled up to avert disaster in the time we have left.

Our commitment to a just transition ensures that we are developing and delivering solutions to benefit all sectors of society, including a focus on those who are suffering from fuel poverty.

We have a strong track record of:

- ▶ Working in partnership with others
- ▶ Building trust and engagement with communities to inspire action
- ▶ Researching and piloting new services
- ▶ Scaling delivery to reach more people
- ▶ Openly sharing our knowledge and expertise
- ▶ Technical and practical experience in the development and delivery of home decarbonisation

Collaboration, empowerment, innovation, integrity and passion are the values which shape our behaviours and actions.



Bruce Wares
Marketing Manager

Home Energy Scotland
13 years at Changeworks

“Changeworks is large enough to make a real, lasting impact on thousands of people and the communities and organisations we work with across Scotland.”



[Read more about Bruce](#)

OUR PEOPLE

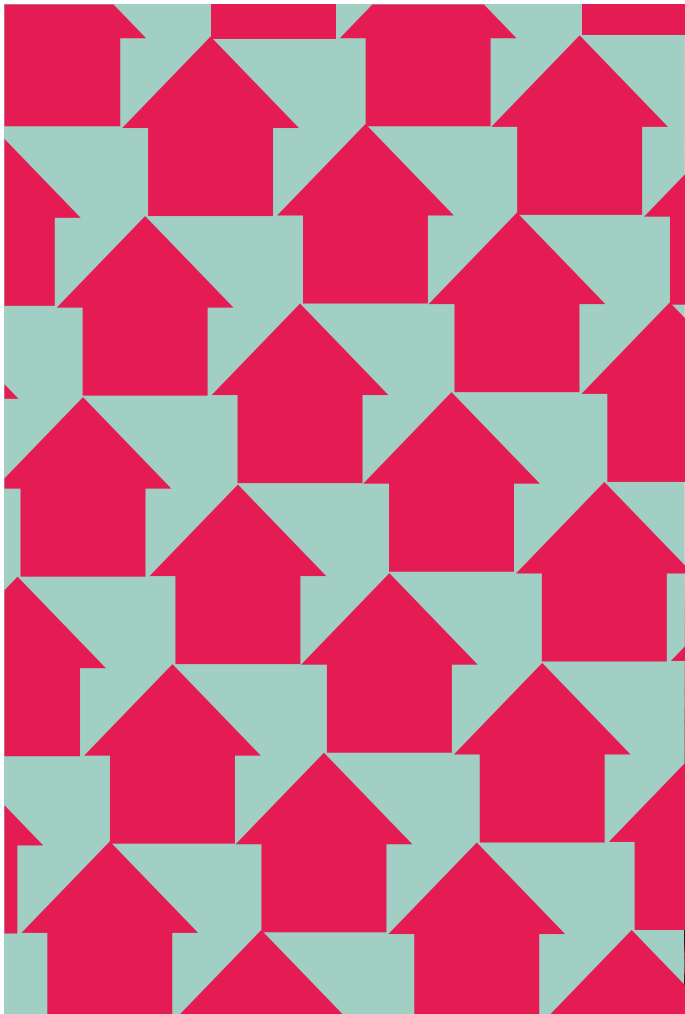
At Changeworks, we really value our talented and diverse people. That's why we do everything we can to be a supportive and positive environment that allows them to do their very best for the people we work with. We understand the importance of work-life balance and being flexible. Hybrid working is now the norm for the majority of our staff, with strong flexible working policies to allow you to work in the way that best suits you.

Staff wellbeing is a key priority for us, with a dedicated staff group promoting wellbeing and supporting staff across Changeworks and continually improving what we offer. The more supported and happy staff feel, the more successful we can be at achieving our mission. And in our annual staff satisfaction surveys, they tell us they feel it too – the latest survey found that nearly 86% of staff felt supported by the organisation, 89% agreed that they approve of the company culture, and 88% are proud to work for Changeworks.

We also provide good opportunities for progression and development, with a dedicated learning and development strategy to help you meet your personal goals – more on that later. Many of our staff stay at Changeworks for the long term, able to develop their careers and find new avenues for their passion and talents.

In 2021 we achieved Investors in People Platinum, the highest level of that accreditation. Only a handful of other employers in Scotland have this, and only 2% of IIP members worldwide.

Hear more about working with us from our team.



Cat Gear
Facilities Officer
5 years at Changeworks

**“ At Changeworks
you’re not a number
on the payroll, you’re
a real person and folk
are interested to get
to know you. ”**

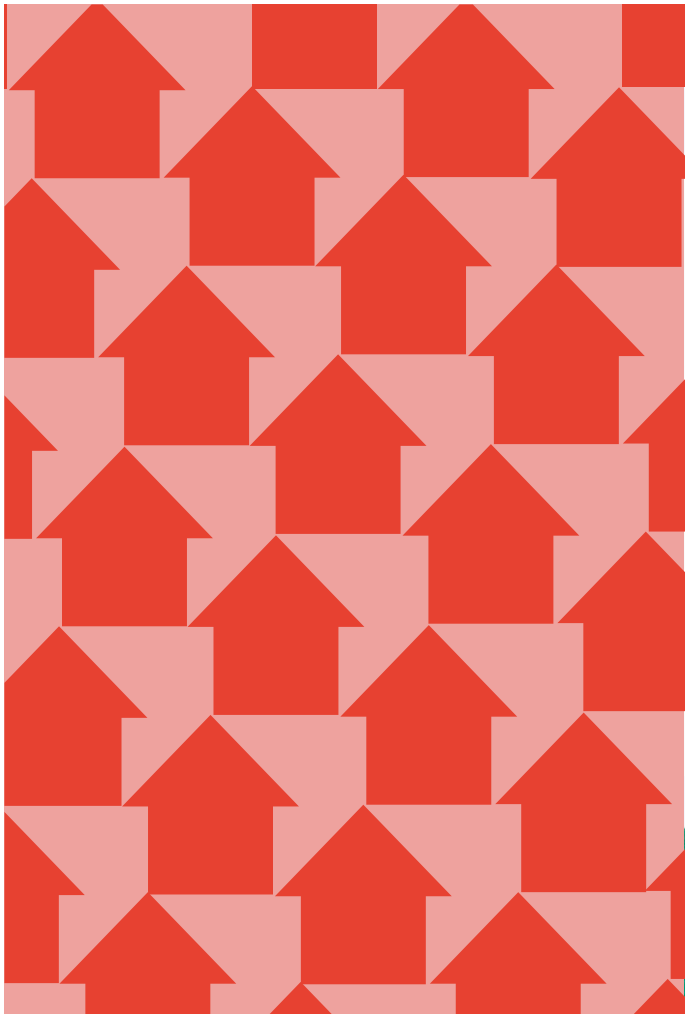


[Read more about Cat](#)

OUR BENEFITS

Working at Changeworks isn't just about culture, it's also about a great package of benefits and policies designed to support you in being the best that you can be. These policies allow you to be flexible and do your best at work, while supporting you to manage any challenges that might come along.

| | | | |
|--|--|---|--|
| 35 days leave per year (26 days plus 9 public holidays) | 8% employer pension contribution | Volunteering days | Allowances for home office furniture |
| Driving licence support programme for staff who require this skill for their post | Employee counselling service | Eye care vouchers | Annual flu vaccinations |
| Travel season ticket loans | Paid leave for childcare emergencies | Death in service | Bike to work scheme that covers e-bikes too, up to the value of £3,000 |
| Enhanced maternity, paternity and adoption leave pay | Shared parental leave | And even more policies to support your health and wellbeing | Find out more about why you should work for Changeworks |



Joanna Long
Senior Impact Evaluation Consultant
2 years at Changeworks

“ The Bike to Work scheme meant I was able to get a folding bike, which has completely transformed my journeys to and from work. I love the flexibility and freedom it gives me, and I can’t imagine life without it! ”



[Read more about Joanna](#)

OUR IMPACT

When you join Changeworks, you're joining an organisation with a long track record of achieving big things.

Through our work with individuals, households, businesses and other organisations, we prevent hundreds of thousands of tonnes of carbon from damaging our fragile planet every year.

In 2020-21, our work meant a reduction of £2.2 million in people's heating and electricity bills, and over 3,000 measures installed in homes to improve energy efficiency.

That means helping people like Sheila Charters. A Borders resident, Sheila had her heating on for around 10 hours a day because she couldn't keep the heat in her home.

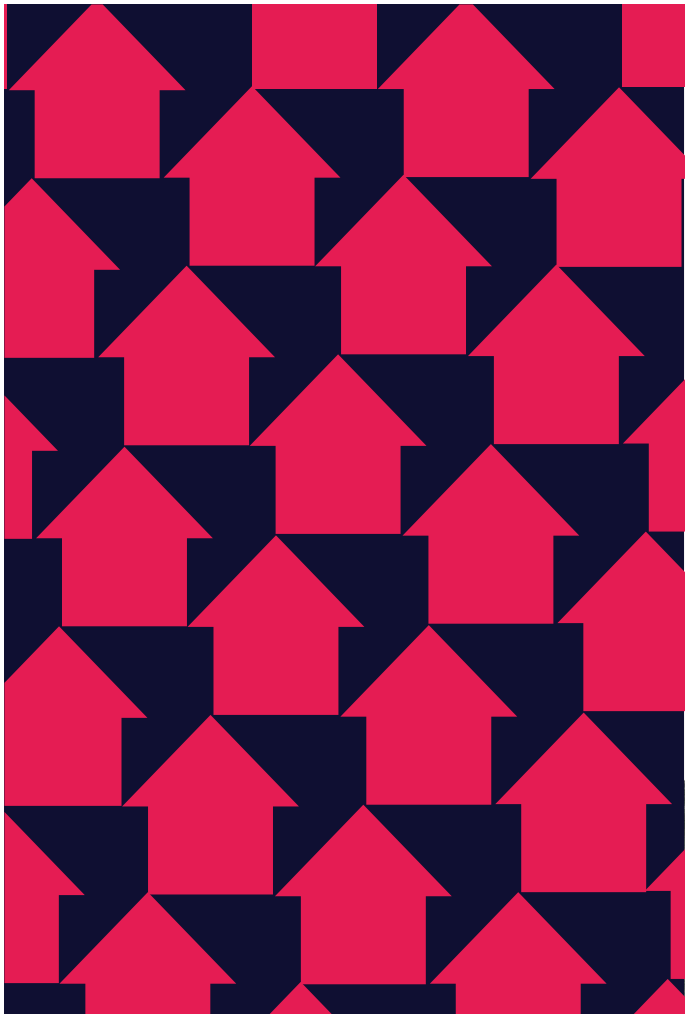
As part of delivering a Scottish Government scheme in the area, we were able to work with her to have external wall insulation installed. Not only did this refresh the outside of her home, it meant she only needed the heating on for an hour or so a day, reducing her bills and her emissions.

Our fuel poverty advice service also changes lives. Lives of people like Angus, who ended up with an estimated energy bill of over £1000. With us advocating to his supplier on his behalf and forcing an investigation, the bill was reduced to just £150.

We also worked with him to make sure he was on the best tariff and using his energy efficiently, all adding up to a saving of over £1200.

We remove over 200,000 tonnes of lifetime carbon every year.

Hear more about the difference we make.



Jay Scott
ICT Support Technician
6 years at Changeworks

“ Changeworks offers an excellent culture along with a great work-life balance. Each day I feel empowered to help my colleagues deliver excellent projects to benefit people across Scotland. ”



[Read more about Jay](#)

OUR GROWTH

Here's the best news: there's never been a better time to join Changeworks.

The climate emergency is the biggest threat to life as we know it. We need to scale up the action we're taking to avert disaster, and Changeworks is leading the way.

We have ambitious plans to grow as part of our new strategy launched in 2022. Last year we added more new staff than ever before and we aren't slowing down. Our services will continue to expand as we work to decarbonise hundreds of thousands of homes across Scotland.

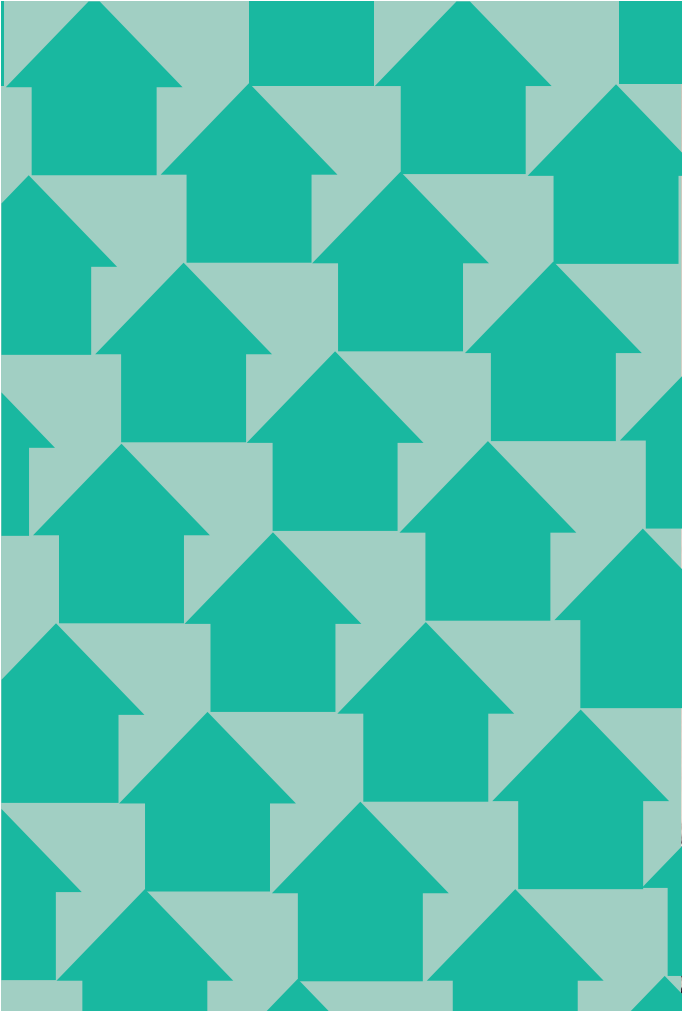
We want you to grow too. We believe passionately in learning and development for our staff, helping you to develop your skills and achieve your full potential. We invest heavily in learning and development, offering training wherever we can to upskill our people.

With partners like the Social Enterprise Academy we offer regular opportunities for training, and regular one-to-one meetings and annual appraisals offer regular chances to discuss your development.

Now more than ever, we need to expand our efforts to drive change and push towards Scotland's Net Zero targets. If you come and join us on that journey, we know it will be a rewarding one.

Our finances and staff numbers will almost double between now and the end of our new three-year strategy.

Hear more about the future of Changeworks.



Kehinde Moses
Senior Advisor Energy Care

1 year at Changeworks
& a previous volunteer

“Changeworks is a prestigious environmental charity... this gives me an opportunity to explore different areas to work and develop my career by working for a company helping to fight climate change.”



[Read more about Kehinde](#)

Changeworks

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INVESTORS IN PEOPLE™
We invest in people Platinum

Changeworks Resources for Life Ltd is a company limited by guarantee registered in Scotland No. SC103904 and a Scottish Charity SC015144