

JOB DESCRIPTION

Job Title	Data Privacy Manager		
Reports to	Deputy School Secretary		
Department	Dean's Office		
Job Family	Business Services	Level	4

About the School

At London Business School, we strive to have a profound impact on the way the world does business and the way business impacts the world. Our departments work hard to ensure that we are continually delivering a world-class service, academic excellence and that our course offering maintains our place as a leading business school.

With thought-leading faculty and dynamic learning solutions, we empower both businesses and individuals by offering a transformational learning experience that will broaden their professional knowledge and global mindset. As well as offering postgraduate courses for the business leaders of the future, we run open and customised executive courses for professionals and corporate clients that help leaders identify the future focus and strategic direction of their businesses.

With London in our hearts, we draw from its status as a financial, entrepreneurial and cultural hub to attract a diverse range of students and faculty, creating an abundance of opportunities to network with industry experts and alumni worldwide.

About the Department

The Dean is the Chief Executive Officer of the School and his Office provides him with direct support in carrying out the vital internally and externally facing aspects of this role.

The School Secretary is responsible for the School's corporate governance, regulatory compliance, legal affairs, corporate planning and strategic projects.

Job Purpose

The Data Privacy Manager will be required to advise the School on compliance of legal and privacy obligations in respect of Data Protection activity and implementing Data Protection processes.

Lead the development of effective compliance systems and processes that are user friendly, fit for purpose and work well across the School community.

To advise how legislation applies to the business and seek to constantly improve understanding of relevant legislation throughout the School.

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability

Strategy and Planning

- Devising and implementing strategies to ensure data protection compliance throughout the School
- Proposing policy amendments to existing data protection and privacy policies (both internal and external)
- Proactively advising the organisation on risk and compliance matters relating to Data Protection legislation and documenting all decisions
- Representing the School at key external regulatory consultations/discussions (i.e. ICO) ensuring specialist provision is within the consideration of regulators and data compliance within the School are aligned with the constantly changing regulatory environment

Partnering and Service Delivery

- Partner with wider School stakeholders on projects, providing them with professional or technical advice, sharing expertise and information to support effective decision-making.
- Working closely with the Information Security Manager to align training, policies and processes across data privacy and information security training
- Use specialist knowledge and information to diagnose and resolve technical issues within agreed parameters, escalating the most complex where appropriate.
- Manage the delivery of activities within a specialist area (i.e Data Protection legislation (GDPR, Data Protection Act 2018 and Privacy and Electronic Communications (EC Directive Regulations)) in line with relevant policies and procedures, to ensure regulatory compliance

Compliance

- Undertake investigation and inspection of data, processes and working practices in accordance with established procedure to identify actual/potential compliance issues and recommend appropriate action to be taken forward by the relevant department.
- Administer and maintain the School's records of processing and advise on Data Protection Impact Assessments and Data Transfer Impact Assessments. conduct internal audits.
- Managing the School's responses to Data Subject Rights Requests

- Manage the investigation and reporting (internally and, if necessary, to the ICO) of data breaches
- Review and advise on supplier/contractor DPA's; working closely with the School's legal advisors.
- Provision of support for the School Secretary through daily monitoring of the FOI inbox, liaison with internal stakeholders to obtain information required to respond to FOI requests, and drafting of responses to requests.

Collaboration

- Co-ordinate and run the Information Security & Data Privacy Working Group meetings (internal data protection working group)
- Collaborate closely with team members across the School to enable cross department working, to raise the team's profile, and to drive consistency of approach/standards through the wider School, thereby enabling effective service delivery.
- Partner, and build strong relationships with relevant areas to ensure good understanding of their business goals and that advice/service delivered meets and exceeds their needs.
- Develop and enhance relationships with stakeholders across the School to facilitate improved communication, support implementation of change programmes, and to monitor the level of satisfaction with service delivery.
- Represent the team to colleagues, stakeholders and cross-School groups, enabling cross-department working, spotting and initiating opportunities to collaborate for best business solutions.
- Any other tasks that the Data Protection Officer deems necessary to maintain and uphold data protection compliance and best practice at the School

Project Management

- Responsible for the implementation, management and running of tools and processes to streamline and automate Data Privacy and FOI (Freedom of Information) activities
- Lead on the delivery of a portfolio of projects in own area of specialism, or act as an expert resource to or manage a work stream in a large/complex project, managing external suppliers/ contractors to ensure successful delivery within budget and to quality standards and targets.

Process Improvement

- Monitor processes, systems and practices within the Dean's office, plan and carry out regular reviews to identify opportunities for improvement in the light of changing needs, feedback and/or current best practice thinking; follow through on improvement once agreed.

- Research best practice in own area of expertise, and review and analyse detailed business models to support senior management in developing and improving policies, processes and systems relevant to a specialist area.

Change Management

- Champion change by role modelling the behavior expected from all colleagues, and consider the impact of change on all processes, systems and people to ensure appropriate steps are taken for successful implementation.
- Consult with and advise the business on change programmes and initiatives, influencing stakeholders so they become advocates for the change and support its successful implementation

KPIs:

- Projects delivered on time, on budget and to quality standards and targets.
- Support internal audit plan activity in relation to compliance regulation across the School.
- Identify and implement improvements to School compliance processes and procedures.
- Be the first point of contact in response to any queries in relation to the School's archive.
- Development of relationships within and outside the Dean's Office team, and positive feedback from colleagues.

Stakeholders

Staff, Faculty, Senior Management Team

Office for Students

ICO

Knowledge/Qualifications/Skills/Experience required

- Able to demonstrate a breadth of relevant knowledge of data protection law.
- Substantial experience working within a data privacy or compliance environment.
- Bachelor's degree or equivalent experience.
- Professional qualification or equivalent experience (CIPP/E or equivalent data protection qualification)
- Experience of implementing privacy and data protection compliance programme;
- Experienced at developing relationships across a complex organisation
- Experience in negotiating and influencing others in an organisation especially at equivalent and more senior levels
- Strong analytical and problem solving skills
- Good communication skills and the ability to break down technical issues and explain them clearly.
- Ability to listen, learn and improve within the role, demonstrate commitment to quality Can work on your own initiative as well as part of a team.
- Be organised, analytical, make sound decisions and seek resolutions.
- An ability to assimilate new information quickly and to turn it to advantage
- Strong collaborative skills, strong interpersonal skills, capable of building and developing relationships at all levels and disciplines

- Openness and honesty with a willingness to positively accept constructive criticism
- Experience of using software to extract, analyse and report on data.
- Excellent organisational skills and meticulous attention to detail.

Resources including team management

Staff	None
Budgets	None
Date Updated	January 2022