

JOB DESCRIPTION	
Job title:	Data Protection Manager
Team/Department:	Quality, Information, safety and Governance
Location:	Ashford
Hours of work:	37.5 hrs per week
Job title the post holder will report to:	Director of Clinical Governance
Job titles reporting to the post holder:	N/A
Date the role profile was revised:	October 2025
<p>JOB PURPOSE</p> <p>A great leader and communicator this role will work with internal and external stakeholders ensuring the management and processing of information requests and other responsibilities under the Data Protection Act to ensure mandatory and legal requirements are met.</p> <p>Working with senior leaders including the Chief Executive you will provide with appropriate authority to act independently of senior management when required in carrying out regulatory responsibilities.</p>	
<p>We are seeking an experienced Data Protection Manager to lead the operational delivery of data protection and information governance across the organisation.</p> <p>The postholder will act as the primary internal data protection officer, working closely with the organisation’s appointed external Data Protection Officer (DPO), who retains statutory responsibility under UK GDPR.</p> <p>The role will ensure effective implementation of data protection frameworks, support compliance monitoring, and provide expert advice to operational and clinical teams, while escalating complex or high-risk matters to the DPO where appropriate.</p>	
<p>KEY RESPONSIBILITIES AND ACCOUNTABILITIES</p> <ul style="list-style-type: none"> • Lead on Information Governance Initiatives, develop and maintain IG policies, deliver training for key IG roles, and provide expert advice on complex information governance queries. • Lead data protection compliance by managing Data Subject Access Requests, oversee DPIAs, Privacy Notices, and Information Sharing Agreements, and assist-related incident reporting and resolution. • Work in partnership with IT and security leads to support alignment with cyber security standards (e.g. ISO 27001) • Contribute to cyber incident response from an information governance perspective • Support delivery of cyber awareness and education across the organisation 	

- Lead on Information Governance initiatives, develop and maintain IG policies, deliver training for key IG roles, and provide expert advice on complex information governance queries.
- Lead the development of strategies policies and plans to promote and develop robust and effective IG, data security and protection practices, monitoring national strategies and legislation affecting the organisation.
- Manage and lead on audit requirements in relation to Information Governance processes across the organisation, to include planning, advising, analysing and interpreting results, undertaking inspections and audits of information security and confidentiality arrangements within the organisation reporting and monitoring agreed action plans.
- Support and promote a culture of awareness of data security & IT governance excellence throughout IC24 & CLEO Systems.
- Lead on the IC24 requirements of the Data Security and Protection Toolkit (DSPT), Freedom of Information (Fol), Subject Access Request (SAR) in accordance with statutory guidelines and the retention of data policies in line with ROPA requirements.

COMMUNICATION AND KEY WORKING RELATIONSHIPS

The post holder must be able to demonstrate excellent communication and interpersonal skills at all times and build and maintain good working relationships with all stakeholders.

ENVIRONMENT

IC24 is a major not for profit Social Enterprise company currently providing innovative primary care services designed to deliver quality and affordability. IC24 is solutions-focused, providing a comprehensive portfolio of services aimed at improving access and reducing the demand on secondary care services by helping to avoid unnecessary admissions and facilitating early discharge.

Going forward, the company is committed to supporting and enabling better integration between health and social care and more effective alliances between partners from different sectors as essential to delivering seamless services. IC24 has considerable experience of working in complex, demographically challenged environments and the Board is keen for the organisation to be proactive in improving standards of care and patient safety, while delivering value for money too in the health economies it which it operates. Critical to this is building strong professional relationships and alliances with third parties; working with them in a way that maximises the benefits of their involvement.

We are proud of our status as an NHS primary care social enterprise, and how we deliver social value to the communities we serve and contribute to the wider NHS plans to deliver carbon 'Net Zero' and sustainability. To find out more on this and to view our Social Impact Report, please click [here](#).

HEALTH AND SAFETY

The post holder will be required to comply with the duties placed on employees of IC24 as set out in the Health and Safety at Work Policy and related procedures. The post holder has a legal obligation to make positive efforts to maintain their own personal safety and that of others by taking reasonable care, carrying out requirements of the law and following recognised codes of practice.

All Colleagues

You have a duty to take care of your own health and safety and that of others who may be affected by your actions at work. You must cooperate with managers and other colleagues to help everyone meet their legal requirements under health and safety law, and not to interfere with or misuse anything that's been provided for your health, safety, or welfare.

Managers

You must ensure you know and understand your responsibilities as defined in our health & safety policies and associated guidance documents. You must identify and assess any risks to people, property, or the environment and ensure all colleagues you have responsibility for, are aware of all our health and safety policies, understand issues arising from risk assessments, site inspections etc. and deal with any associated concerns. You must ensure that all accidents or incidents involving colleagues within your responsibility, are properly reported, and investigated and that regular inspections are undertaken and recorded to eliminate potential hazards and minimise risks.

Directors

You must ensure that all colleagues and teams within your region and/or department(s), effectively manage health and safety in line with all our health & safety policies and guidance documents.

EQUALITY AND DIVERSITY

IC24 has a Diversity and Inclusion Policy to ensure that no job applicant or employee is discriminated against either directly or indirectly on the grounds of disability, marital status, sex, race, colour, nationality, ethnic or national origin, sexual orientation, age, religion or political opinion, whilst attracting talented recruits and retaining experienced employees.

IC24 is committed to promoting equal opportunities and diversity and will keep under review its policies, procedures and practices to ensure that, in addition, all users of its services are treated according to their needs.

INFORMATION GOVERNANCE

Information is vitally important for the safe clinical management of patient care and the efficient administration of services and resources, including our workforce. Information Governance is a framework to enable IC24 to handle personal and corporate information appropriately.

It is the responsibility of our entire workforce, regardless of employment status, to ensure they abide by the requirements of Information Governance as set out in the Data Security & Protection Policy.

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

IC24 is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All colleagues and volunteers are therefore expected to behave in such a way that supports this commitment. You will be responsible for safeguarding the interests of children and adults who you come into contact during your work. To fulfil these duties, you will be required to attend training and development to recognise the signs and symptoms of abuse or individuals at risk, to follow local and national policy relating to safeguarding practice and to report and act on concerns you may have appropriately.

DISCLOSURE AND BARRING SERVICE CHECKS

IC24 will require a DBS check for appropriate roles which is a mandatory requirement and a condition of the employment offer.

All posts are assessed on their eligibility for the post holder to be required to undertake a DBS check. For posts that have been assessed as exempt from the provisions of the Rehabilitation of Offenders Act 1974, IC24 will require the post holder to undertake an enhanced DBS check with barred list checks. For posts that have been assessed as being in a position of trust, IC24 will require the post holder to undertake a basic DBS check.

This post has been assessed as requiring an enhanced DBS check.

REHABILITATION OF OFFENDERS ACT 1974

Some posts have been assessed as being exempt from the provisions of the Rehabilitation of Offenders Act 1974 and in these cases IC24 will require the post holder to disclose all convictions, whether spent or unspent.

This post has been assessed as not being exempt from the provisions of the Rehabilitation of Offenders Act 1974; therefore, the post holder is not required to disclose any spent convictions.

PERFORMANCE AND DEVELOPMENT REVIEW

This job description will be used as a basis for conducting an individual Performance and Development Review between the post holder and the manager.

VARIATIONS

This job description describes the main purpose and key responsibilities and accountabilities of the post. The post holder may be required to undertake any additional duties or responsibilities as may reasonably be required.

This job description is a guide to the nature and main duties of the post as they currently exist, but it is not intended as a wholly comprehensive or permanent schedule and it is not part of the contract of employment.

To reflect changing needs and priorities, some elements of this post may be subject to change and where required, any appropriate communication or consultation with the post holder will be undertaken prior to making any changes.

PERSON SPECIFICATION

Requirements	Essential	Desirable	How identified
Qualifications and training	<p>A current or ongoing Data Protection or Information Governance qualification (e.g., CIPP/E, BCS Practitioner Certificate, Level 4 Data Protection and IG Practitioner).</p> <p>A professional membership or qualification in information legislation or other relevant area. Those working towards such a qualification would be considered</p> <p>Continued professional development, and willingness to keep up to date</p>	<p>Membership of a professional body such as The Chartered Governance Institute UK & Ireland.</p> <p>Knowledge of NHS systems and data flows.</p>	<p>Application, Certificates & Interview</p>

Requirements	Essential	Desirable	How identified
Experience	<p>Strong technical and Strategic problem-solving skills and comfortable working with the latest technology</p> <p>Previous experience within an NHS or healthcare environment</p> <p>Experience in dealing professionally with people at the highest level</p> <p>Experience of dealing with sensitive and confidential information and ensuring its protection (including sharing safely with appropriate third parties for patient care and/or research purposes)</p> <p>Proven ability to provide practical, outcome-focused advice and support on cyber security and data protection</p> <p>Experience across one or more of the following areas: Law, Freedom of Information Act, Data Protection, Cyber Security, Information Governance (including delivery of the DSP Toolkit)</p> <p>Experience of creating a data & cyber security protection vision and overseeing its implementation</p> <p>Ability to research complex technical subjects</p>		Application & Interview

Requirements	Essential	Desirable	How identified
<p>Practical skills</p>	<p>Comprehensive knowledge of UK and EU data protection legislation and related guidance including in-depth knowledge of the GDPR</p> <p>Knowledge of recent ICO guidance, consultations and published timetables in relation to the GDPR</p> <p>Practical knowledge of data breach incident management processes and best practices</p> <p>An understanding of risk management principles</p> <p>An understanding of audit principles and procedures</p> <p>The ability to influence, persuade and communicate effectively and self-confidently with a wide range of different people, including senior members of IC24, the ICO and members of the Court</p> <p>A high standard of written and spoken English to enable drafting of key documentation (minutes, reports and presentations) and ability to produce clear, concise and very well-expressed written briefs and reports</p> <p>Excellent communication and interpersonal skills</p> <p>A self-starter, capable of building strong working relationships within the team and at all levels across IC24</p> <p>Ability to manage and prioritise own workload and to meet deadlines</p>	<p>Knowledge of how the NHS is structured and the key relationships between organisations</p> <p>An understanding of how Information & Quality Standards operate in accountable organisations</p> <p>An understanding of, and sensitivity to, the ethos and objectives of a high-profile Social Enterprise healthcare organisation</p>	<p>Application & Interview</p>

Requirements	Essential	Desirable	How identified
	<p>Practical approach to problem solving</p> <p>Excellent organisational skills and an eye for detail</p> <p>IT literacy with a good degree of proficiency in use of cyber security tools</p>		
<p>General</p>	<p>Friendly and helpful manner with the ability to distil complex information in digestible and relevant presentations to key stakeholders</p> <p>Solutions-orientated</p> <p>Pleasant and outgoing</p> <p>Team player</p> <p>Ability to be flexible and to adapt to ambiguous, changing and challenging circumstances</p> <p>High levels of self-confidence, self-knowledge and awareness with the ability to lead and motivate others</p> <p>Possess leadership skills and mentor junior members of the team</p>		<p>Application & Interview</p>