ROLE PROFILE

STAIRs Administrator

Grade	Contract Type
Your 2	Homeworker 1

Head of Governance

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Data Protection Lead

↓

STAIRs Administrator

↓

No Direct Reports

Department

Governance & Assurance → Governance

Role Overview

Primarily focused on Social Tenant Access to Information Requirements (STAIRs), also supporting on Data Protection aspects

Provide effective, efficient support to the Data Protection Lead to ensure compliance with legislation and support colleagues across the Group to understand the requirements of STAIRs

RESPONSIBILITIES

- Work with the Data Protection Lead to support colleagues across the Group to understand the STAIRs requirements
- Manage a caseload of active STAIRs requests, including the gathering of information from across different teams within YHG. Reviewing collected information, preparing the information for release and updating the live request log while meeting relevant deadlines
- Work with the Data Protection Lead to develop and review the planned process for STAIRs
- Work alongside the Data Protection Administrator to identify and support blended requests for information under STAIRs and Subject Access Requests (SARs)
- Support the Data Protection Lead in reviewing SARs, where necessary to meet deadlines, while picking up aspects of Data Protection Activities to develop understanding within the area
- Respond to enquiries and refer to the Data Protection Lead for more complex enquiries
- Communicate established processes and procedures to a range of audiences as required

Our values



- To participate in training and undertake appropriate learning and development as required by the role
- Support the Data Protection Lead with the development and implementation of any new processes or documentation in response to any new regulation or legislation
- Attend and support meetings of the internal Data Protection Working Group
- Undertake additional duties appropriate to the role and/or grade

STRENGTHS

- ✓ Demonstrable ability to work under pressure and to tight deadlines
- ✓ Demonstrable ability to effectively engage with business stakeholders within the organisation
- ✓ Clear and articulate communication skills, both written & verbal
- ✓ Ability to work well as part of a team and autonomously with minimal supervision when required
- ✓ Ability to take a problem-solving approach to work tasks

ESSENTIAL REQUIREMENTS

- ✓ Experience of working sensitively with confidential information
- ✓ Strong prioritisation, organisation/time management and record keeping skills
- ✓ Previous administration/diary management experience
- ✓ Excellent IT skills with proficiency in Microsoft Office
- ✓ GCSE Maths and English (or equivalent)

BENEFICIAL TO THE ROLE

- ✓ Experience with applying redactions to confidential information
- ✓ Social Housing experience