



Job Title:	Data Compliance Support Executive		
Department:	Legal	Reporting To:	Data Governance Manager
Location:	London Bridge	Salary range:	TBC

About REaD Group:

REaD Group is the UK's largest independent data communications group. Occupying a unique position in the marketing landscape, it can tell its clients more about the UK population than any other company – and what to do with this information. REaD Group combines Data, Knowledge and Insight to create deeper longer lasting relationships that in turn leads to more profitable business for all.

The Role

REaD Group are continuously looking to update, improve and advance our compliance and Information privacy framework to ensure alignment of our obligations and responsibilities as a Data Controller under the UK data protection regulations, inclusive of GDPR, PECr and incoming e-Privacy Directive. Reporting to REaD Group's Data Governance Manager you will work within the Compliance team, driving compliance and data protection best practice with an emphasis on our consumer facing Data Protection Office where we handle consumer complaints and queries

Duties and Responsibilities

- Work as an Account Administrator for the Data Compliance team mail box processing and managing all internal and consumer facing investigations
- Coordinating consumer facing responses ensuring they that meet DPA standards.
- Maintaining, managing and recording case notes and queries within the Data Protection Office Case Log tracker
- Maintaining and managing the data protection case log to create monthly, quarterly and annual stakeholder reporting
- Troubleshooting compliance queries as instructed by the Data Governance Manager
- Point of contact for the recently bereaved both for live and non-live call registrations for The Bereavement Register (TBR)



- Key liaison with the Product Manager and Operations team regarding consumer queries and complaints.
- Working with the Data Governance Manager to suggest process improvements to ensure REaD Group remain DPA compliant in an efficient way, inclusive of REaD Groups Subject Access Request (SAR) search function
- Working with the Data Governance Manager to maintain the Data Protection, ICO and Ministry of Justice accreditations and memberships
- Working with the Data Governance Manager to administer the legal/compliance drives and SharePoint sites to ensure that record keeping is up to date.

Job Specific information:

- You will be expected to attend conferences, workshops, seminars to build your knowledge of compliance issues facing REaD Group
- You will need to build relationships with your colleagues and provide support as required
- You will handle all consumer calls to the Data Protection Office
- You will run the consumer complaints process with supervision from the Data Governance Manager and Data Compliance Executive as required.
- The office hours are 9:00 am – 5:30 pm. Flexible working hours are negotiable
- You will work report to the Data Governance Manager but also work closely with the Data Compliance Executive and Head of Legal

Qualities for the Role

Essential:

- Highly Organised
- Good Communicator
- Proactive mind set
- Confident in using MS Office applications (e.g. PowerPoint, word, Excel etc.)
- Ability to quickly become proficient with new applications and processes.
- Self-Motivated
- Tenacious
- Good facilitator
- Confident self-starter
- Good team player
- Ability to handle conflicting demands and tight deadlines
- Previous call centre or service desk experience (desirable)
- Good analytical skills

Good attention to detail

- Previous Office Admin experience (desirable)



REaD Group

Data Industry experience:

- Good Knowledge of Direct & digital marketing experience
- Good Knowledge of Data Protection
- Good Knowledge of GDPR (Desirable)
- Good knowledge of Information security standards (Desirable)

To apply please send CV and covering letter to HR@readgroup.co.uk