

Role Profile – The What, The Where, The How

POSITION	Governance Officer		
TEAM	Governance and Customer Feedback Team	LOCATION	Coastline House
VERSION	1	LAST UPDATED	April 2026

THE PURPOSE OF THIS ROLE IS TO

Support delivery of a high-quality information governance and data protection service, ensuring Coastline meets its statutory and regulatory obligations under UK GDPR and related legislation, while supporting transparent, accountable and effective governance arrangements.

This role is weighted approximately 75% information governance and data protection and 25% corporate governance, reflecting a primary responsibility for protecting personal data, managing information risks and supporting assurance, alongside contributing to the wider corporate governance framework.

The postholder will also be expected to support the wider remit of the Governance and Customer Feedback Team, including complaint handling activity, during periods of high demand or pressure.

Specific Accountabilities – The Brass Tacks

In the role, day to day, you'll be responsible for:

1. Supporting compliance with UK GDPR, Data Protection Act 2018 and associated legislation across the organisation.
2. Undertaking data subject access request (DSAR) redactions, ensuring disclosures are lawful, accurate and compliant.
3. Maintaining the organisation's Publication Scheme (STAIRS), ensuring information is accurate, accessible and reviewed in line with agreed schedules.

- 4.** Maintaining and regularly reviewing: Data Protection Impact Assessments (DPIAs), Data Sharing Agreements (DSAs) and Information Asset Registers (IARs) including relevant review periods, annual audits, and escalation of risks.
- 5.** Supporting assurance around the lawful use of CCTV, including reviewing compliance, retention practices, and ensuring appropriate signage is in place at physical sites.
- 6.** Maintaining hard-copy archive records in line with retention schedules and information governance requirements.
- 7.** Supporting data quality, information lifecycle management and records management practices across the organisation.
- 8.** Assisting with incident management processes relating to personal data breaches, including logging, investigation support and learning and improvement activity following data protection incidents to reduce recurrence.
- 9.** Supporting responses to enquiries or investigations from the Information Commissioner's Office, as required.
- 10.** Ownership of the organisation's policy framework on SharePoint, including responsibility for maintaining, updating and coordinating reviews, and providing advice and training to colleagues where required.
- 11.** Assisting with the preparation of communications to colleagues on data protection and information governance matters, including design of the annual Data Protection Day campaign.
- 12.** Supporting internal awareness-raising activity, including planning and delivering communications for the annual Data Protection campaigns.
- 13.** Supporting elements of the corporate governance function, including maintaining registers, records or documentation as required.
- 14.** Provide professional secretariat support to nominated Committees of the Board, including maintaining the forward work programme, drafting agendas, coordinating and issuing papers, minute-taking, and action tracking.
- 15.** Supporting colleagues with governance-related enquiries and signposting issues appropriately.
- 16.** Carrying out any other reasonable duties within the scope of the role, including support for customer complaints handling during periods of high pressure.

Person Specification – The Who

PERSONAL SKILLS AND QUALITIES

At Coastline we are more concerned with how you work and what you bring to the role over formal qualifications or criteria. Specifically, what we're looking for is someone who:

- Demonstrates behaviours in accordance with Coastline's values:
 - Put our customers first
 - Be open, honest and accountable
 - Value each other
 - Strive to be the best
- Is highly organised with strong attention to detail.
- Is confident and professional in handling sensitive and confidential information.
- Is willing to learn, develop expertise and adapt to changing regulatory requirements.
- GCSE English Grade 4 or above (or equivalent).
- GCSE Maths Grade 4 or above (or equivalent).
- Strong IT skills, including Microsoft Word, Excel and SharePoint
- Experience in information governance, data protection, compliance, corporate governance or a related administrative role.
- A satisfactory basic DBS check.
- Some experience in the following would be an advantage:
 - Knowledge of UK GDPR and Data Protection Act 2018.
 - Experience handling DSARS (data subject access requests).
 - Experience working in a regulated environment (e.g. social housing, public sector or charity).
 - Experience maintaining corporate policies or governance frameworks.
 - Training or qualifications in data protection, information governance or records management.

General Obligations - For All Of Us

1. Represent the company positively with all external agencies.
2. Service and support the company as requested.
3. Establish, develop and maintain effective working relationships with all work colleagues.

4. Ensure compliance with the company's health and safety policies and procedures.
5. Continually promote equal opportunities and customer care in full compliance with the company's policy and standards.

REPORTING

Deputy Company Secretary

CONTACTS

Internal

- Governance and Customer Feedback Team
- Managers and colleagues across Coastline
- Executive Team
- IT Colleagues

External

- Information Commissioner's Office
- External data processors and partners
- Housing Ombudsman (in relation to STAIRS)



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