

Job title: Data Protection Apprentice

Line manager: Data Protection Manager

Grade (if applicable):

Direct reports: None

Role purpose:

As a Data Protection Apprentice, you will be responsible for logging and coordinating requests from our customers for their personal information called Subject Access Requests (SARs). Data will be provided within statutory time limits under Data Protection legislation.

You will also support the team with the publication scheme and resident requests received via the Social Tenants Access to Information Requirements (STAIRs) which come into effect from October 2026 and April 2027 retrospectively.

Key results:

- Log, acknowledge, and allocate SARs and STAIRs requests
- Monitor and manage the Data Protection Team, SARs and STAIRs inboxes, ensuring requests and enquiries are handled efficiently.
- Create, track, and manage daily case actions and workloads.
- Work collaboratively with colleagues across the organisation to identify, obtain, and organise information relevant to requests.
- Gather and collate data using Peabody's IT systems.
- Provide administrative support to the Data Protection Team as required.
- Maintain accurate records and produce performance reports on request volumes and response times for the Group Data Protection Officer.
- Manage the Data Protection virtual mail queue and process incoming correspondence.
- Respond to general data protection enquiries, including requests relating to CCTV and GDPR rights.
- Maintain personal skills and knowledge relevant to the role.
- Support the team's commitment to compliance by upholding Peabody's policies on Equality, Diversity, Inclusion, and Safeguarding.

Success metrics:

- SARs responded to within the statutory deadlines
- STAIRs requests responded to within statutory deadlines
- The Data Protection Team inbox will be responded to promptly
- Accurate record keeping of incoming requests
- Present data in clear, accessible formats for both internal and external use.
- Stay updated on skills and training needed to perform effectively, using tools and data efficiently.

Level 3 Business Administrator apprenticeship

As part of your 15 month apprenticeship you will:

- Dedicate at least 20% of your working hours to training or studying by attend training sessions, workshops, and meetings to gain essential knowledge in the field.

Version Date:

Signed off by:

- Participate in off and on-the-job training to apply your learning in real-world scenarios, enhancing your practical skills and understanding of business administration.
- Complete assignments, assessments, and coursework to fulfil the programmes requirements.
- Engage in 1:1 sessions and performance reviews, providing valuable insights for personal growth and skill development.
- Receive mentoring and support from experienced professionals, offering guidance to help you succeed.
- Have opportunities for career development within the company, exploring potential growth and advancement.
- Complete a final end point assessment to demonstrate your knowledge, skills, and competence at the end of your apprenticeship.
- If you have not yet achieved a Level 2 in Functional Skills in maths and English (or equivalent, such as GCSEs at grades A-C/9-4), you will also be required to complete these qualifications during your apprenticeship.

About you:

You will be:

- Committed to delivering excellent results and customer service with a positive, flexible approach.
- Organised, hardworking team player with a “can-do” attitude.
- Willing to learn task prioritisation in a fast paced setting.
- Passionate about learning and achieving great results for all customers.
- Eager to develop skills in presenting data, producing reports, and creating procedures.
- Strong communicator who takes ownership of issues and seeks timely solutions.
- Enthusiastic about Apprenticeships and dedicated to ongoing professional growth.
- Eager to learn and develop skills in order to provide administrative support to a team
- Keen to develop an understanding of the importance of data protection legislation, with the ability to approach issues a sensitive, compliant, responsive, and transparent way.

You will have:

- Level 2 qualifications (equivalent to 5 GCSEs).
- Strong communication skills and proficiency in MS Office and Outlook.
- High attention to detail with a problem solving approach.
- Ability to work flexibly, under pressure, and meet tight deadlines.
- Understanding of GDPR requirements and commitment to confidentiality.
- Awareness of equal opportunities and support for Peabody’s Equal Opportunities Policy.