

JUNIOR CASEWORKER

An exciting opportunity has arisen to join our casework team.

The Jersey Office of the Information Commissioner (JOIC) is an independent statutory authority and our mission is to promote respect for the private lives of individuals through ensuring privacy of their personal information and transparency for public authorities through oversight of the Freedom of Information Law.

As a casework team member you will conduct independent investigations into reports of potential data breaches across a range of data controllers and processors on the island. Additionally, you will be working closely with the European regulators to ensure a consistent approach to enforcement, engaging with local businesses, building relationships and offering advice, education and awareness on Data Protection laws, whilst supporting them to make changes to align with evolving regulations.

SPECIFIC REQUIREMENTS

- Advanced research skills: highly-organised, objective, proactive, agile-minded and strategic, with the strong ability to absorb, retain, and analyse new information.
- Excellent communication skills; clear, effective, appropriate, convincing, and timely messages.
- Demonstrated forecasting skills: forward-thinking short and long-term and ability to see the 'big picture'; ability to anticipate future outcomes.
- High-quality reasoning and analytical skills, including the ability to grasp technical and non-technical concepts; comprehension and synthesis of a broad range of complex information.
- Strong ability to work collaboratively internally and externally to develop high-quality reports and papers.

INVESTIGATIONS

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- Investigate complaints for non-compliance with the Data Protection Principles.
 - Investigate and deal with regulatory breaches, including registration breaches, security breaches, breach report management and investigation.
 - Assist in the conduct of detailed investigations into potential criminal offences committed under the laws, and prepare report summaries and case files for consideration by the Attorney General as appropriate.
 - Assist in the conduct of professional investigative interviews, under caution where appropriate, complying with the requirements of the Police Procedures and Criminal Evidence (Jersey) Law 2003.
 - Investigate and deal with Appeals received under the Freedom of Information (Jersey) Law 2011.
 - Be sensitive and diplomatic in dealing with sensitive and private issues together with a high level of understanding of confidentiality and security of personal information.

ENFORCEMENT

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- Conduct on-site compliance visits to data controllers and data processors.
 - Assist in the taking of detailed, comprehensive witness statements to obtain the best possible evidence of offences committed under the Law.
 - To be involved in the issuing of information and enforcement notices as appropriate.
 - Innovate, challenge assumptions and formulate inventive options.
 - Review data protection impact assessments on new programs, laws and information technologies.
 - To maintain a database of European-wide cases to ensure consistency of approach in application of enforcement powers.
 - To assist in the maintenance and development of procedures, policies and best practice standards to ensure the OIC is providing an expeditious service in respect of complaint handling and investigating criminal offences in compliance with local legislation and standards.

TEAM

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- To work closely with the Compliance and Enforcement Manager to maintain relationships with European Data Protection and Privacy regulators to ensure proper co-operation and exchange of information with regard to cross-border investigations.
 - Support management decision-making with research and analysis.
 - Assist case work investigations involving information technology.
 - Participate in office-wide initiatives and activities.
 - A mature approach, analytical skills and sound judgement are essential. A dynamic character with good interpersonal skills and a proactive attitude with the ability to conduct in depth investigative interviews and a focused approach to completing objectives/tasks.
 - Excellent written, oral and planning skills are essential, in addition to accuracy and attention to detail.

COMPLIANCE

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- Assess data controller/processor policies and procedures for compliance with the law.
 - Assess and identify cases where a data protection audit may be required.
 - Process and administer Registration and payments for organisations where appropriate.
 - To ensure that adequate statistics are collected on the nature of complaints, investigations and their outcomes as appropriate, including enforcement action taken.
 - Review data protection impact assessments on new programs, laws and information technologies.

KNOWLEDGE AND EXPERIENCE

This post requires;

- Investigative experience within a Financial Services/Law enforcement/Digital/Retail industry.
The ability to take ownership of your caseload and make considered decisions independently or escalating to the manager when appropriate.
- The ability to gain an excellent technical knowledge of the Data Protection (Jersey) Law 2018 and the Freedom of Information (Jersey) Law 2011, specific to Jersey, as well as the European General Data Protection Regulation.
- Strong analytical skills to apply complex regulations to a variety of circumstances.
- Credible, professional and a high standard of communication with local businesses, professional.

The post holder is expected to have;

- Been educated to at least 'A' level standard.
- The ability to grasp all aspects of the Data Protection (Jersey) Law 2018, Data Protection Authority (Jersey) Law 2018 and Freedom of Information (Jersey) Law 2011, and subordinate and other related legislation.
- It is essential that the post holder possesses a clean, current driving licence.

In addition, it would be advantageous if the post holder has;

- Trained in or has recent experience in the 'PEACE' or 'Conversation Management' model of interviewing.
- A practical working knowledge of tape recorded interview procedure, and the legal requirements of the Police Procedures and Criminal Evidence (Jersey) Law 2003.
- Attained, or is willing to undertake an accredited qualification in data protection, such as the Practitioner's Certificate in Data Protection or similar relevant qualification.

BASIC INFORMATION

- Reporting to: Compliance and Enforcement Manager
- Hours: 37 hours a week
- Salary: £39k - £45k