



Job Description

A **JOB TITLE:** Business Assurance Officer (Data and Information)

LOCATION: Newlon House, 4 Daneland Walk, London, N17 9FE

REPORTING TO: Assistant Director (Governance and Assurance)

B **MAIN OBJECTIVES**

- To support the continuous improvement of Newlon's data and information management.
- To support the team to respond to data disclosure requests.
- To regularly test key controls to ensure that operational risk management is effective.
- To provide high-quality research and analysis to support decision making and organisational improvement.
- To provide administrative support for the insurance claim process.
- To support the team to deliver the Trust's Corporate Plan

Key Tasks Responsibilities and Objectives		Performance Standards and Outcomes
1.	Support the development, implementation and continual improvement of the our Data & Information Governance Framework	<ul style="list-style-type: none"> • Support the development, implementation & continuous improvement of our Data & Information Governance Framework. • Support and/or lead the development of Policies, Procedures and Classification that form part of the Group's Data & Information Governance Framework. • Project manage initiatives for the expansion of data ownership, stewardship, literacy and quality under oversight of the AD Governance and Assurance.
2.	To test the Trust's internal Data and Information Governance Framework against relevant standards.	<ul style="list-style-type: none"> • The Operational Risk Register is monitored and effective audit tests are agreed with Assistant Director to check compliance with key procedures. • Recommendations are made to change or improve systems and working practices in order to achieve compliance with Newlon's own standards or regulatory standards. • Risk Registers are updated according to findings with recommendations monitored and implementation supported where necessary.
3.	To support business assurance processes	<ul style="list-style-type: none"> • A timetable of internal audits is maintained and audit terms of reference are agreed with key stakeholders. • Internal audit visits are arranged and clearly communicated to all relevant staff, rooms are booked and opening and closing meetings agreed, document requests are responded to and the auditors are supported whilst on-site. • Recommendations from all internal audits are added to a tracking system, promptly followed up and regularly updated. • Management responses are coordinated. • Progress reports are prepared in timely fashion for Audit & Risk Committee. • Risk meetings are supported and risk assessments are updated promptly with any changes in ratings and any actions that are agreed. • Where control weaknesses are identified, corrective actions are agreed and implementation monitored.
4.	To support performance monitoring arrangements on a day-to-day basis	<ul style="list-style-type: none"> • To design and carry out audit checks on regulatory metrics and internal performance indicators to ensure performance data is robust.

		<ul style="list-style-type: none"> • Ensure that performance indicators are set up on the relevant system and that definitions are maintained. • Assists in developing performance reports and dashboards for colleagues, Executive Team and Board. • Performance indicator reports are produced accurately and promptly for the Executive Team, Board and Committee. • Colleagues are supported to set up systems to capture data for performance reporting purposes. • Regular performance reports for the website, intranet, office and reception are produced and kept up to date. • Requests for corporate/performance information from regulators, HouseMark and other external bodies are met within deadlines. • Benchmarking information is submitted in line with the deadlines of the chosen schemes.
5.	To support the team by providing research, data insight and analysis.	<ul style="list-style-type: none"> • Carries out high quality research and data analysis. • Presents findings and insights to a high standard in a range of formats including written reports and data visualisations. • Creates surveys and collates responses as directed. • Establishes a network of peers to identify best practise within the sector.
6.	To support day-to-day administration for insurance processes	<ul style="list-style-type: none"> • A monthly schedule of new claims is prepared, to be reviewed by the Governance and Assurance Manager. • All insurance claims are accurately recorded and are progressed in an efficient and timely fashion with customers provided with updates at appropriate points of the process and cases updated on the insurance module. • Customers and colleagues who contact the insurance team are provided with accurate information about their insurance arrangements and the claims process. • Outstanding insurance claims are reconciled to insurer's data quarterly.
7.	To support good data governance and compliance with data protection legislation and	<ul style="list-style-type: none"> • To log and prepare responses to Data Subject Access Requests and requests under the Tenant Information Scheme. • To assist colleagues with the completion of documents to support compliance with data protection legislation, including Data Processing Agreements and Data Privacy Impact Assessments. • To support colleagues in responding to resident freedom of information requests.

		<ul style="list-style-type: none"> • Works with colleagues to implement processes and systems to improve data governance.
8.	To contribute to maintaining an effective work-place	<ul style="list-style-type: none"> • All aspects of corporate policies, such as Health and Safety, Diversity, Sustainability and Data Protection adhered to • Newlon Gold values of customer service (responding to requests being clear and checking you got it right) applied to internal and external customers. • Objectives of reliability, consistency, speed and awareness built into all activities. • Newlon Gold behaviours of working together, solving problems, taking ownership and customer focus built into all activities. • Collaboration across teams actively promoted at all times
No job description can cover every issue which may arise within the post at various times and the post holder is expected to carry out other duties from time to time which are broadly consistent with those in this document.		