



Job Details

Title: Data Protection Officer

Reports to: Legal Director

Location: Eastpoint

Duration: Permanent, Full-Time

About Virgin Media:

At Virgin Media, we've got a very different way of looking at the world - and it shows in what we're like as a place to work. We think work should be fun - because fun is what our customers demand from our services. So you'll be joining a bunch of people who are free-spirited, capable of coming up with their own ideas, and given free rein to put their talents to their best use. But besides being all about fun, we're also deadly serious when it comes to putting our customers first! Whether it's TV, mobile, home phone or super-fast broadband services, at Virgin Media Ireland we're 110% focused on making our customers lives easier, richer and a little bit more fun.

It's not a nine-to-five, clock in and tune out sort of place. And there's no corporate mask to put on at the door - you can just be yourself. We're hard working, but in it together. Creating something special. Because let's face it. If you don't love what you do, it's time to do something else. Join us.

About the Role:

This role will provide accurate, timely and commercially focussed advice on Data Protection and privacy issues, ensuring that all Virgin Media business units are compliant with all existing Data Protection and privacy-related obligations impacting on our activities, and minimising regulatory interference on the business.

To be the key interface for Virgin Media with the Office of the Data Protection Commissioner.

Key Responsibilities:

- Manages the Privacy Incident Process across the business.
- Accountable for Data Protection across Virgin Media Ireland as the Data Protection Officer.
- Plays a key role in managing Virgin Media's compliance programme in advance of the GDPR Regulation coming into effect in May 2018 and being the key interface for the business with the Office of the Data Protection Commissioner and with consumers who wish to contact the business raising data protection queries post May 2018.
- Plays a key role in managing Virgin Media's compliance programme in advance of the e-Privacy Regulations and any amendments thereto.
- Inputs to relevant industry discussions and consultations which relate to Data Protection matters and associated regulatory compliance.

- Produces regular status reports for the Virgin Media senior management team, summarising key data protection issues.
- Manages investigations and complaints from the Data Protection Regulator.
- Proactively identifies areas of potential non-compliance, assesses and designs appropriate corrective action and implements appropriate remedies.
- Manages escalated queries from all parts of the business, taking them to resolution by developing effective solutions.
- Manages privacy impact assessments, privacy by design, subject access requests, data retention, international data transfer management, third party management and ensuring that the business is advised appropriately on compliant and commercially aware solutions.
- Provides support to senior colleagues where appropriate.
- Oversight of Virgin Media policies, processes and controls relating to risk and compliance of Data Protection.
- Delivery of data protection awareness courses across the business.
- Maintain up-to-date knowledge of all relevant areas including industry changes, trends and best practices. Monitor and audit the implementation of these changes.
- Advising the business on controls based monitoring and supporting the delivery of controls across the business

The Person should have:

- An in-depth and detailed knowledge of GDPR
- Project management and ability to solve problems with good analytical skills.
- A sound understanding of the communications industry, including the underlying technologies, is required.
- Good written and oral communication skills are essential, including the ability to deliver public presentations.
- Diplomacy and good relationship management, both internally and externally at all levels.
- Creative, commercially focussed approach to encourage compliance in difficult and high pressured situations.
- Ability and experience to interpret complex regulatory requirements, and apply these in a practical and proportionate way.
- Resilience in the face of commercial and political pressure to stand one's ground. The ability to influence people and defend one's position sometimes in the presence of strong negative reactions is a key requirement of the role.

Key Interfaces:

- Director of Legal and Legal team.
- Virgin Media Compliance Team both in Ireland and in the UK
- Senior Leadership Team and other key senior leaders
- UK Legal team – Head of Data Protection
- Liberty Global – Data Protection Team

Join and you'll be part of the Virgin Media family. You can trust us to do the right thing by you. We're a great place to work – and we offer impressive benefits too. Get ready for a

generous holiday allowance, contributory pension, and, of course, discounts on our fantastic mobile, broadband and cable. Ready to TURN IT ON? Apply jobs@virginmedia.ie

Virgin Media is an equal opportunities employer. Having a diverse workforce is critical to the success of our business.