

JOB DESCRIPTION

JOB TITLE:	Head of Data Governance
GRADE:	HOS1
REPORTING TO:	Executive Director of Governance and Strategy
RESPONSIBLE FOR:	Data Protection Team

ROLE SUMMARY

The Head of Data Governance will define, lead and embed the organisation's data governance culture and strategy, establishing the frameworks, policies and controls needed to ensure high standards of data quality, security, ethics and compliance. Acting as the strategic bridge between directorates, the role will coordinate cross-functional governance activity, implement accountability for data ownership, and strengthen data literacy and capability across the organisation.

This role will oversee governance of emerging areas – such as AI, metadata, and data lineage – ensuring that data is trusted, well managed and available to support strategic decision-making, enabling innovation while managing risk. The Head of Data Governance will also ensure that believe housing fulfils its Data Protection responsibilities.

Working in partnership as part of the technical design authority, the Head of Data Governance will influence data architecture and tooling decisions, ensuring governance is embedded by design and that the organisation progresses toward higher levels of data maturity.

MAIN DUTIES AND RESPONSIBILITIES

Strategic leadership and culture

- Through the design and development of the Data Governance Framework, set clear data governance principles and priorities that promote responsible data behaviours and increase organisational data maturity.
- Influence cultural change through stakeholders to embed high quality, ethical and compliant data practices in everyday decisions.
- In partnership with the Director of Technology and Digital Solutions, develop and implement believe housing's Data Strategy and action plan ensuring this is aligned to

business objectives, data governance requirements, regulatory expectations and evolving data/AI risks.

- Demonstrate the impact of data governance on trust, insight quality, risk reduction and outcomes.
- Define and maintain data and information governance policies, standards and frameworks, embedded across processes, systems and decisions.
- Develop and oversee AI governance, including risk assessment and monitoring.

Ownership and stakeholder management

- Define and implement the data ownership and stewardship model, with clear roles and accountabilities.
- Embed accountability for data quality, definitions, lineage and lifecycle through governance forums and controls.
- Build relationships with senior leaders, technical teams and business stakeholders to promote accountability and adherence to standards.
- Facilitate and contribute to governance forums, escalating risks and ensuring decisions align to believe housing's priorities.
- Develop and support the data community across the organisation to promote good practice and increase data maturity.

Data quality, assurance and compliance

- Set data quality standards and measures, establishing dashboards and regular reporting for effective monitoring, governance and assurance.
- Lead issue management, root-cause analysis and remediation across data domains; review and act on quality metrics.
- Oversee compliance with data governance, data protection, security, AI governance and ethical standards, with appropriate controls, risk assessments and audits.
- Provide expert guidance on data ethics, DPIAs, AI risk mitigation and regulatory change.

Technology and change

- Partner with the Director of Technology and Digital Solutions to ensure data governance informs decisions on data architecture, modelling, security, integrations, metadata and BI/reporting.
- Contribute to the development and delivery of organisational-wide projects and programmes as a subject matter expert for data, ensuring that data is an integral part of organisational transformation.
- Oversee data governance tooling for profiling, exception reporting, metadata capture and automated controls.

Skills development and organisational capability

- Define the data capability framework and lead initiatives to build data literacy, stewardship and governance expertise.
- Lead and develop colleagues working in data governance roles.

Data protection

- Lead the Data Protection function, ensuring that we are compliant with our data protection and record keeping responsibilities and that the organisation is supported to consider this throughout our activities.
- Oversee the organisation implementation and compliance with Social Tenant's Access to Information Requirements (STAIRS).

General

- Manage health and safety in your area, in line with the Health and Safety Policy.
- Comply with confidentiality and information security policies, GDPR and relevant legislation.
- Live believe housing's values and behaviours; do the right thing for our customers, our colleagues and our business.
- Deliver financially viable, efficient services that maximise benefit from resources and increase social value.
- Deliver financially viable and economically effective services, seeking to gain maximum benefit from the use of resources and increasing social value.
- Your duties may vary from time to time within the broad remit of your role and grade. You are required to undertake any such reasonable and appropriate duties.

PERSON SPECIFICATION

Essential and Desirable criteria	Method of assessment
Qualifications	
<ul style="list-style-type: none"> • A bachelor's or master's degree or equivalent work experience is required. (E) • Certification in Data Governance or Data Management (e.g. DAMA, CDMP). (D) 	<ul style="list-style-type: none"> • Application form • Pre-employment checks
Experience	
<ul style="list-style-type: none"> • Extensive experience in leading the implementation of data governance frameworks, metadata management and data quality processes. (E) • Proven ability to lead high-performing teams, drive cultural change, and influence stakeholders across an organisation. (E) • Established and embedded data quality standards, metrics and control processes, resolving issues through structured analysis and root-cause remediation. (E) 	<ul style="list-style-type: none"> • Application form • Interview
Knowledge	
<ul style="list-style-type: none"> • Strong understanding of data quality management and data lifecycle governance. (E) • Knowledge of risk management principles related to data, including developing security and access policies. (E) • Strong understanding of AI governance and embedding within an organisation (E). • Experience with a range of data governance tools and data management technologies. (E) 	<ul style="list-style-type: none"> • Application form • Interview
Skills	
<p>Strategic leadership and governance</p> <ul style="list-style-type: none"> • Ability to lead the development and communication of a clear data governance framework and data strategy, ensuring alignment with organisational priorities and consistent application of standards across functions. (E) • Ability to lead people both directly within a team and more broadly across the organisation as part of data governance projects. (E) <p>Risk compliance and ethical data use</p>	<ul style="list-style-type: none"> • Application form • Interview

<ul style="list-style-type: none"> • Ability to assess and manage data-related risks and ensure compliance with data protection, security and AI governance requirements, building them into decision-making. (E) <p>Collaboration, influence and stakeholder leadership</p> <ul style="list-style-type: none"> • Builds strong relationships with senior leaders and technical teams, influencing decisions, driving shared ownership, and resolving conflicting viewpoints. (E) <p>Communication and engagement</p> <ul style="list-style-type: none"> • Competent in communicating governance principles and complex data concepts clearly, adapting style for both technical and non-technical audiences to support understanding and adoption. (E) <p>Change leadership and culture enablement</p> <ul style="list-style-type: none"> • Ability to lead organisation-wide change to embed a data-first culture, improving data literacy, accountability and confident, compliant use of data across teams. (E) 	
<p>Behaviours</p>	
<ul style="list-style-type: none"> • Care about the basics – you identify internal and external factors that impact our resources, stability and growth, identifying opportunities and mitigate risks. • Work well together – you are the voice of our purpose and vision. You create and consistently communicate an inspiring and engaging way forward. • Achieve great results – you define integrated solutions, create an environment for success, challenging us to be ambitious. • Keep improving – you prioritise the long term, anticipate issues, explore the art of the possible and use insight and new thinking to shape change. • Be at our best – you develop a culture where everyone feels able to be at their best. • Make a positive difference – you are highly visible, endeavour to remove barriers and collaborate to influence. 	<ul style="list-style-type: none"> • Interview