

Data Governance Lead



The purpose of this position

The **purpose** of the position is to lead implementation of Benevolent's Data Governance Framework, collaborating across the business to standardise approaches to managing data across systems and functions. This 6-8 month role aims to embed an already-developed Framework and transition Data Governance responsibilities effectively into the business-as-usual work of the Impact Data & Evaluation team.

About the position

- This position is within the Strategy & Quality directorate.
- It's part of the Impact Data & Evaluation team.
- This position **reports to** the Director, Impact Data & Evaluation.
- This position allows for flexibility.
- The position has no direct reports
- The position is designated Band 6 under the *Schedule of Authorities and Delegations*.

Key areas of responsibility

- **Data Governance:** lead implementation of the organisation's Data Governance Framework, including chairing the Data Strategy Working Group and collaborating with the Impact Data & Evaluation (ID&E) and IT Development teams and data champions across the business to embed in business practices.
- **Capability:** lead implementation of the Data Strategy Working Group's project to improve data proficiency in the organisation, including supporting ID&E team members to leverage data governance to provide meaningful analysis for employees.
- **Data Privacy:** represent the ID&E function on the organisation's Privacy Steering Committee, identifying and responding to privacy risks associated with data governance, including developing and implementing new processes to meet changing laws and regulations.
- **Data Strategy:** collaborate with the Director, Impact Data & Evaluation and the Director, IT to develop the organisation's next Data Strategy (FY26 onwards), aiming to further improve its data maturity.
- **Project management:** effectively manage the Data Governance and Data Proficiency implementation projects, including using project management software and reporting regularly on project status.
- **Communication:** contribute to developing content for the ID&E team's Sharepoint site, providing clear and simple access to data policies and procedures for data users.

Key outcomes

When things are going well, we would expect to see these outcomes:

- Employees collect, manage and report data in line with the organisation's Data Governance Framework
- Employees are confident in using data, as appropriate to their role and decision-making responsibilities.
- Client data are managed and reported ethically and responsibly, in accordance with the organisation's policies and procedures.
- Data policies, procedures and processes are documented in simple language, supporting

The Benevolent Society

Profile No:

Title:

Approved by:

Date modified:

Page 1 of 3

Data Governance Lead



- Data projects are delivered with transparency and accountability, within the Impact Data & Evaluation team's agreed project management processes.

Key Capabilities

Essential criteria

- Degree-level qualification relevant to the role, or equivalent experience with a Certification in Data Management (CDMP) or similar
- Strong understanding of data governance principles, data quality management, and regulatory compliance.
- Proven experience operationalising data governance policies and procedures, preferably within customer-facing organisations
- Training and/or facilitation experience, including ability to adapt communication styles for different audiences, being responsive to diverse accessibility needs
- Demonstrated ability to lead large-scale change projects, including effective stakeholder collaboration
- Lived and/or professional experience in community services, or in a government or for-purpose data role.

Key attributes

- Curious in collaborations with internal customers, to understand their needs and design relevant solutions.
- Respectful of Benevolent clients, acting with integrity in all interactions with their data.
- Well-developed strategies to organise yourself and others, including agreeing and communicating priorities.

People who know this position say that

People who know this position say the things that might make your day are:

- Seeing processes you've designed being rolled out across the organisation, protecting clients' data.
- Seeing a change in the way a service is delivered, based on data that you've made available.
- Collaborating with colleagues in the team with different professional expertise, such as data analysts, evaluators or customer insights, to create something bigger than you could have done yourself.

People who know this position say some key challenges you might experience are:

- Operationalising policies across disparate CRMs, applications and services.
- Prioritising competing requests from internal customers, including assessing and responding to their needs in a timely manner.
- Collaborating with other teams to agree procedures, ensuring clarity in roles and accountability.

Work and flexibility

While The Benevolent Society has great tools to connect us remotely, sometimes we will need to connect in person. This means we need to travel on occasion.

This position may require:

The Benevolent Society

Profile No:

Title:

Approved by:

Date modified: Page 2 of 3

Data Governance Lead



- | | |
|--|---|
| <input checked="" type="checkbox"/> Overnight travel/stays. | <input type="checkbox"/> Weekend work. |
| <input checked="" type="checkbox"/> Travel between office locations/regions. | <input type="checkbox"/> Evening work. |
| <input type="checkbox"/> Travel to clients (varied locations). | <input type="checkbox"/> Special event support. |
| <input type="checkbox"/> Use of own registered, insured (comprehensive) motor vehicle. | |
| <input type="checkbox"/> Use of TBS pool cars. | |

Key relationships

We work collaboratively with others. This position works closely with:

Within The Benevolent Society:

- Impact Data & Evaluation, Information Technology, teams within the Strategy & Quality directorate
- Operations managers and practitioners
- Practice team
- People & Culture team

Outside The Benevolent Society:

- Partner service providers and agencies
- Funding agencies
- External evaluators and researchers