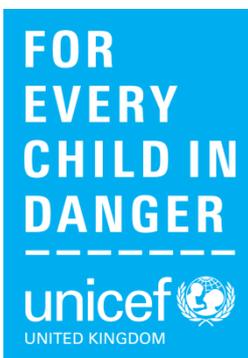# DATA GOVERNANCE MANAGER

Duration: Fixed Term – 6 months
Salary: Circa £54,000 per annum
Level: Level 3
Hours: 35 hours per week. Other flexible arrangements will be considered
Disclosure Level: Basic – This role invoves no direct contact with children.
Reports to: Head of Data and Analytics
Location: Working from home and at 1 Westfield Avenue, London E20 1HZ

At the UK Committee for UNICEF (UNICEF UK), we pull together to achieve the best possible results for children in danger around the world. We believe in an inclusive workplace and in the power of fulfilled colleagues who share the same values and goals, enjoy their work and are motivated to do their utmost for children.

Our work is guided by the UN Convention of the Rights of the Child (UNCRC) and the Sustainable Development Goals (SDGs), which recognise the universality of children's rights.

ABOUT THE TEAM

The Information & Technology directorate aims to connect, protect and empower our organisation, people and stakeholders to deliver for children. The Data and Analytics Team ensures the availability and usability of quality business data and analytics to deepen insights into our audiences and performance through integration and automation of data processing and analytics activities and by empowering our colleagues through data self-service.

ABOUT THE ROLE

The Data Governance Manager is responsible for maximising the value of UNICEF UK's supporter data and leads on data governance, including creating and maintaining data standards, championing best practices for data governance across the UUK data sets. This role will work closely with both the Data Engineer Team Lead and the Data Analysis Team Lead in the areas of, data governance, integration and analytics, and achieving overall architectural alignment, each role owning its area of expertise and responsibility. For the Data Governance Manager this means owning the role and standards for data governance.

During the 6-month EML cover period, the role will have an enhanced focus on maintaining UNICEF UK's Records of Processing Activities (ROPA), strengthening the organisation's soft opt-in processes, and ensuring compliant supporter data practices across all teams. The postholder will act as the primary governance specialist for these processes and will ensure accurate documentation, risk identification, and alignment with UK Data Protection Law and Data Governance Standards.

What we will expect you to achieve

- Own and manage the newly created end-to-end RoPA (Records of Processing Activities) process, including iterating where applicable and embedding this process across UUK.
- Lead the soft opt-in project from a Data Governance perspective, including documentation and improvement of soft opt-in processes, ensuring compliance with PECR and alignment with fundraising and marketing practices.
- Lead the AWS S3 project by defining, agreeing, and implementing folder management and data retention periods.

- Create and maintain clear, accessible process documentation, guidance notes, and checklists for AWS S3 bucket reorganization, RoPA, and soft opt-in workflows.
- Work closely with relevant teams across UUK to ensure all new or changed activity is assessed and documented for regulatory compliance.
- Provide subject-matter advice to colleagues on lawful bases, consent, soft opt-in, retention, and permissions management.
- Serve as UNICEF UK's primary data governance specialist throughout the cover period to ensure compliant processing of supporter data, accurate documentation of processing activities, and effective operationalisation of consent and soft opt-in rules.
- Develop and maintain governance standards and processes to support accurate ROPA maintenance, lawful-basis assessments, soft opt-in controls, and wider compliance with UK Data Protection Law.
- Maintain a complete, up-to-date ROPA for all high-risk business units.
- Implement a documented, risk-assessed, and agreed soft opt-in process consistently across fundraising and marketing activities.
- Produce a suite of clear governance documents, including process maps, RACI charts, guidance notes, and data-flow diagrams relevant to RoPA and soft opt-in.
- Increase governance adoption visibly through training, walk-throughs, and engagement with non-technical teams.
- Commitment to our shared values, behaviours and inclusive practices in all aspects of your work and leadership. This will be evident in your actions, behaviour in meetings, engagement with colleagues and morale within the team, as evidenced by staff engagement scores.

BEHAVIOURS, EXPERIENCE AND SKILLS

This section contains the essential behaviours, experience, knowledge and skills needed in order to be effective and successful in this role. All criteria in this section are essential

Effective behaviours

Supporter driven and mission aligned
- Is committed to children and their rights and motivated to work towards achieving a world that is fit for every child.
- Empathises with 'the customer' and takes inspiration from their needs, feelings and motivations to create meaningful solutions to problems

Communication
- Adapts communication style and techniques according to the subject matter and audience to ensure clear and compelling storytelling and information sharing
- Influences and negotiates to benefit UNICEF UK internally and externally, both commercially and on issues that may not be clear-cut or may require change and/or action
- Manage stakeholders and engage the right people at the right time, seeing the wider organisation and partners as part of the team.

- Analytical: Interprets complex information in a range of formats with ease; summarises, extracts key features, identifies anomalies and draws sound business conclusions

Relevant experience

- Working with a significant customer relational database (including SQL) in an expert capacity as a programmer or data analyst

- Developing supporter data governance as an enabler of better organisational decision making and business outcomes

- Working with multi-disciplinary teams, cross organisational projects and external stakeholders to drive change and achieve results

- Working within product teams that drive innovation and rapid product development within a fast-paced agile environment

Specific knowledge and skills

- Knowledge of fundraising and digital marketing, techniques and technologies and how data can be used to target specific audiences

- Knowledge of business process concepts such as data flows, batch control, validation rules, audit trail and reconciliation and data management and administration functions

- Strong working knowledge of ROPA creation/maintenance and supporter-data processing documentation. Including use of OneTrust platform
- Practical understanding of soft opt-in requirements under PECR and how they apply to fundraising and marketing activity.
- Ability to translate complex governance rules into simple operational processes.