

DATA GOVERNANCE MANAGER



DIABETES UK
KNOW DIABETES. FIGHT DIABETES.

WELLNESS WALK
DIABETES UK

DIABETES UK

WHO WE ARE

For nearly 5 million people with diabetes in the UK, there's no day off. At Diabetes UK, we fight day in, day out for better care, treatment and support. We won't stop until diabetes can do no harm. With more people than ever living with diabetes and millions more at risk of developing type 2 our work has never been more needed.

We can't do any of this without you. Our staff are passionate and determined about helping everyone affected by diabetes. For over 85 years, they've been behind vital policy changes, as well as new treatments and technologies to make living with diabetes easier every day. But there's more to do. And you can be part of it.

We're a really diverse bunch and we recognise and respect our value as an individual.

As well as helping people with diabetes, you'll be part of one of the top 30 Best UK Charities to Work For, and one of the top 75 Best Large Companies in London.

Tackling inequality is part of our mission, and we're committed to being a diverse and inclusive organisation, for all our people and volunteers. We have a friendly and inclusive culture, with a wide range of staff networks and ways to get involved. You can find out more about our approach to equity, diversity and inclusion in our strategy [EDI Strategy Branded version 22 March 2023.pdf](#) which is available on our Diabetes UK website.

Our vision is a world where diabetes can do no harm. Join us today, and together, we can make that a reality.



JOB DESCRIPTION

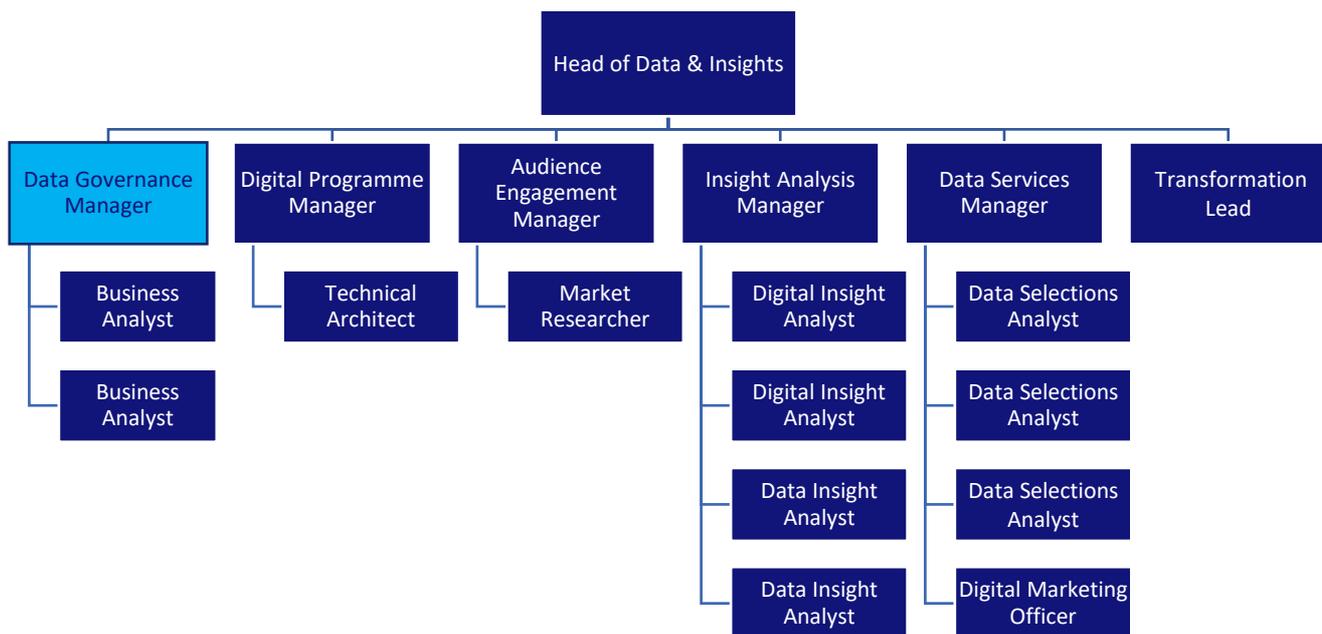
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| Role title: | Data Governance Manager |
| Contract type: | Permanent |
| Hours: | 35 hours per week (full time) |
| Location: | Office based with 1 day a week in the office (WLH, London) |
| Band: | 4 |
| Key relationships (internal and external): | |
| <i>Internal:</i> | Information Governance and Compliance, IT, Policy Teams, Fundraising, Marketing, Media, Services Communities & Improvement |
| <i>External:</i> | Any supplier agencies |
| Key focus of the role: | |
| The Data Governance Manager acts as guardian of our customer data, from initial collection, through storage and usage to deletion ('cradle to grave' data lifecycle). They will establish efficient and proportionate data governance frameworks, policies, standards and processes and ensure these are adhered to and we that are compliant with all regulations. | |

Directorate and team

This role sits in the Data and Insights team in the Engagement and Fundraising Directorate

Diabetes UK has recently undergone a significant organisational change with the Data & Insights team being created in July 2025 from the centralization of several specialist teams spread across the organisation. The remit of the new team is to work across the entire organisation and drive a culture of data driven decision making that impact on the charity's ambitions.

Data & Insights Team



Person specification

All jobs at Diabetes UK are based on

- The key activities you'll undertake and
- The skills, knowledge, experience and behaviours you need to be successful in this role

You will be able to:

- Establish efficient and proportionate data governance frameworks, policies, standards and processes
- Work with our Information Governance Team, IT and other colleagues to maintain compliance with data privacy laws and company policies and ensure other data relevant risks are identified and managed
- Train and coach our network of Data Owners, Product Owners, Process Owners, and other colleagues to improve organisational understanding and ownership of data management policy and best practice
- Drive a whole organisation approach to data collection and usage, ensuring colleagues are collecting and using data consistently to deliver our data and insight services and strategy
- Define and embed standards for idea records, supported by data documentation for users
- Be responsible for organisational data accuracy, consistency, and integrity across databases
- Work with Data & Insight Analysts to ensure data is structured in ways which enable them to deliver insights to the organisation
- Work with leaders across the organisation to set data standards that support our organisational ambitions

- Embed audience segmentation models and golden questions, including use of special category data
- Look at how we can appropriately capture data which supports us in understanding and tackling inequalities
- Assess how we can capture data which supports us to measure and understand organisational impact
- Lead a team of Business Analysts to review our data collection processes, working to embed agreed data standards; optimise data collection, storage, organisation, and security; and optimise customer experience
- Also lead Business Analysts to ensure ongoing processes delivering customer journeys are frictionless and create good experiences
- Work with IT Team, Product Owners and external suppliers to ensure consistent data capture and ingestion across our data architecture
- Support ways in which external and unstructured data sets can be brought into CRM and data hub to enable greater understanding and drive better decision making
- Collaborate on data migration, integration, and transformation projects, including work to embed and continuously improve our new CRM platform
- Implement and improve data cataloguing and metadata management practices
- Act as Product Owner for Microsoft Purview for MS Fabric
- Set rules for data tagging to ensure data security as a precursor to the widening of organisational access to data
- Drive an ethical approach to data, ensuring data is used appropriately and in line with our customers' wishes
- Prioritise a busy workload, being clear on the projects that will deliver the most impact or income
- Have a delivery focus, moving ahead projects swiftly and accurately

You will have experience in:

- Managing a team of specialists
- Managing change and driven to continuously improve processes that increase efficiencies
- Data governance, driving consistency and integrity across organisational activities
- Data management processes and technologies, such as data warehousing and data modelling.
- Embedding an audience-first approach to data management and governance
- Data ethics, with a focus on transparency, eliminating bias, and the appropriate use of special category data
- Use of CRM systems is essential, ideally Microsoft Dynamics 365
- Experience with Microsoft Purview is essential
- Other customer-facing systems, such as web and digital platforms

You will have skills in:

- Translating technical information for non-technical audiences
- Translating business priorities into data standards, business rules, and or user stories to support technical requirements
- Producing clear, simple, and easy to understand policies and procedures, training materials and other documentation
- Managing projects with a wide range of stakeholders
- Data analysis techniques including use of Excel, SQL and Power BI
- Working with unstructured data (NLP/ML) is desirable

You will have knowledge:

- Data protection & GDPR, ensuring that we are acting in accordance with our customers wishes and preferences
- Gift Aid, Fundraising Regulations and other relevant regulatory obligations
- Data governance
- Data management
- Data ethics

The best person for this job will be (behaviours):

- Able to network and influence across a whole organisation
- Proactive and able to work autonomously
- Able to look across a range of strategic ambitions, looking for connections and ways to integrate
- Driven by audience need
- Calm under pressure
- Be a team player and able to promote both their team and the wider Data & Insights team

Qualifications/professional membership (if applicable):

Diabetes UK is committed to fundraise in a way that is legal, open, honest and respectful and expects all staff and volunteers to share this commitment. We are registered with the Fundraising Regulator and you will be expected to adhere to the Code of Fundraising Practice.

BENEFITS

We know you do more than just work. And that means you might be a parent, carer, friend, volunteer or partner.

We want to make sure that we can help you create a good balance between work and the other parts of your life.

And one way we do that is with benefits we offer you.



Annual leave

We want you to make sure you get time off to rest and relax. So, all full-time permanent employees get 25 days off a year, with bank holidays on top of this.



Connected working

We have adopted a 'connected working' way of working. This means that, for most roles, you are not required to work in an office location every day.



Pension

We enrol everyone into our pension and all new colleagues joining us will get information on the pension scheme. We make an employer contribution of at least 5%.



Healthcare

Our cash healthcare plan that allows you to claim back the cost of regular health appointments and treatment, like the dentist and optician.



Learning and development

We help you to continually develop and achieve your career goals, including offering a wide range of training which happens throughout the year.



Gym membership

We have a gym membership discount scheme through our cash healthcare plan provider. You can use this at a wide variety of gyms around the UK.



Our Networks

A range of active and supportive colleague networks such as the Pride network, Global Majority network and Women's network.



Early finish Friday

Early finish Friday and flexible working as part of our approach to activity-based working (not applicable to roles with fixed shift patterns).



Employee assistance programme

Employee assistance programme to give you support on any issues that come up in life.



Annual season ticket loan

Annual season ticket loan* (on completion of your probation period and if contract is permanent or longer than 12 months).



Cycle to work scheme

Cycle to work scheme.

Get in touch

Email recruitment@diabetes.org.uk

Call **0345 123 2399**

Visit diabetes.org.uk

Search **Diabetes UK** on Facebook, Twitter, YouTube and Instagram

