

Job Description

Job title:	Data Quality and Governance Lead
Reports to:	Head of Data
Responsible for:	Direct line management responsibility

Role Overview

We make moments that matter by truly caring about our customers and ensuring they are at the heart of everything we do.

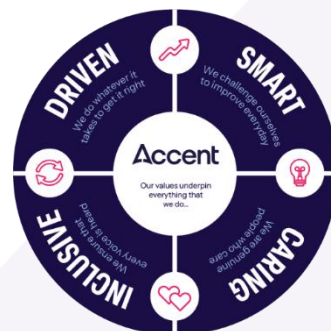
Like us, you are committed to exceptional customer service, and working hard to ensure our customers feel valued, heard, and supported. We deliver affordable homes and build better futures by actively listening to the needs and aspirations of our customers. We work to create communities where people feel safe, secure, and empowered. By fostering open communication, offering tailored services, and continually striving for excellence, we all aim to build lasting relationships that go beyond housing – enhancing lives and contributing to thriving, vibrant communities where everyone can feel good to be home.

As the Data Quality and Governance Lead, you will play a key role in fulfilling Accent’s organisational ambitions by delivering improvements in data quality and governance across the Group. You will lead projects that enhance data management and ensure that the organisation remains compliant with all relevant standards and regulations. By improving the quality and governance of our data, you help enhance our analytics, contributing to better decision-making and service delivery across the organisation.

Core Values Alignment

We live and breathe our values. We are Smart, Driven, Caring, and Inclusive. Our colleague and leader competency framework underpins this and helps provide focus and clarity around the behaviours and attributes that are expected at Accent. Our focus on value for money ensures that we continue to spend wisely, work productively and make the best use of our resources. This is all about how we do things: it’s what we expect everyone to embrace and work towards in their roles.

As the Data Quality and Governance Lead, you will demonstrate these values through your leadership in data management and governance initiatives. You will ensure that all colleagues have access to high-quality, reliable data and that data policies are adhered to consistently across the organisation. By embedding Accent’s values into your work, you will ensure the continuous improvement of our data practices while fostering a culture of compliance and collaboration across the business.



Key Responsibilities and Duties

- Lead and manage projects to improve data quality and governance, ensuring all initiatives align with Accent's strategic goals and objectives.
- Define and implement the data governance operating model, including roles such as Data Owners, Data Stewards, and governance forums to ensure clear accountability for data assets.
- Establish, own, and evolve data governance related policies and controls and supporting artefacts such as standard operating procedures and playbooks.
- Establish, own, and continually improve Accent's data governance framework. Ensure that the framework is well understood, effectively communicated, and consistently implemented across all business functions.
- Work closely with the Data Protection team to ensure compliance with GDPR and other data protection regulations, integrating best practices into data management processes.
- Act as a bridge between the Data Protection team and business stakeholders to translate regulations into actionable strategies and approaches.
- Act as the main point of contact for data quality, coordinating activities across different teams to ensure defect findings are addressed in a timely manner.
- Assist in the identification and impact assessment of data related risks and work with the Risk Management function to mitigate these risks.
- Work with business stakeholders to articulate the importance and business value of good data governance.
- Identify and prioritise critical data domains (e.g., customer, property, asset, compliance) and implement targeted data quality improvement initiatives for these areas.
- Develop and deliver regular reports on key data quality metrics and performance indicators, presenting insights to senior stakeholders.
- Build and maintain strong relationships with Data Owners, Stewards, and data governance champions across the organisation, providing training and support to ensure data governance and quality standards are upheld.
- Own and manage the organisation's data quality tools, working with suppliers as necessary to maintain system functionality and performance.
- Establish and maintain a data catalogue and metadata management practices to improve visibility, lineage, and understanding of Accent's data assets.
- Define and implement data quality standards, monitoring, and remediation processes including root cause analysis and collaboration with operational teams to prevent recurrence.
- Drive business adoption (where relevant) of data governance and data quality tools.
- Provide expert guidance on the storage and management of structured, semi-structured, and unstructured data, ensuring compliance with organisational policies and legal requirements.
- Lead and support business change initiatives, such as communications and learning and development initiatives, related to data quality and governance, ensuring minimal disruption to colleagues and systems during transition periods. Drive organisational adoption of data governance practices by embedding data ownership, stewardship, and accountability across business functions.

The must haves:

- Significant experience in managing data governance frameworks and leading data quality improvement projects.
- Expertise in data management principles, including structured, semi-structured, and unstructured data.
- Excellent knowledge of GDPR and other relevant data protection regulations.
- Experience of translating industry data governance frameworks, such as DAMA-DMBOK into practical strategies that can be implemented.
- Proven ability to develop and implement data governance policies and procedures.
- Strong communication and influencing skills, with the ability to present complex data issues to both technical and non-technical stakeholders.
- Experience working with data quality tools and managing supplier relationships.
- Experience in use of data governance tooling, MS Purview a bonus!

The added extras:

- Experience working in a housing or not-for-profit sector.
- Knowledge of emerging data governance frameworks and trends.
- Strong project management skills, ideally with PRINCE2 or Agile certification.
- Experience with data visualisation and reporting tools such as Power BI or QlikView.

This role description highlights key responsibilities but is not exhaustive. Colleagues will agree on priorities with their Line Manager and are expected to work flexibly, supporting the team and working collaboratively across teams to deliver outstanding results for our customers. Working together as one team is our norm at Accent and reflects how we achieve success and meet the organisation's evolving needs.

We work flexibly and on an agile basis. We design our work around the customer with the focus being on ensuring we deliver the best possible service to our customers and to the best of our abilities. How and where you work will be agreed with your line manager to achieve the best outcome for both the organisation and for you, wherever possible.