



**Working together for a
fairer Scotland.**

Data Governance Officer



A note from our CEO, Derek Mitchell

“Thank you for your interest in joining Citizens Advice Scotland (CAS). Our employees play a critical role in helping to make society fairer, and in supporting our network of Citizens Advice Bureaux across Scotland.

We hope this pack will give you the information you need to decide if a role with CAS is right for you. We rely on each member of the team to bring their own unique skills, experience, views and commitment to our goals – it’s that combination which makes our organisation what it is.

The Citizens Advice network in Scotland provides much-needed advice and information to people from all walks of life, on a huge range of issues. We give a piece of advice every 19 seconds – face to face, online and by phone. The services we and our members provide make a difference in communities across Scotland and the rest of Great Britain, ensuring people are aware of their rights. It’s a powerful thing to be part of.

We look forward to hearing from you if you decide to apply, and to learning more about what you can bring to this role, and to the team.”



**Derek Mitchell, Chief Executive Officer
Citizens Advice Scotland**



About Citizens Advice Scotland

The Citizens Advice network in Scotland is the largest independent advice service in the country. Citizens Advice Scotland is a charity within this network – we act as a national organisation supporting and representing the service as a whole and the interests of citizens.

At the heart of the network there are 59 individual citizens advice bureau organisations across Scotland, all operating as independent charities in their own right, and generally focusing on providing support directly to clients. Each of these organisations is a member of Citizens Advice Scotland. Also providing significant added value are the national elements of the service run out of Citizens Advice Scotland, such as the Extra Help Unit.

We believe that every citizen should have access to free, impartial and confidential advice that helps them make informed decisions, whenever they need it and however they choose to access it. Whether that's face-to-face, over the phone or online, people know that wherever they see the familiar blue and yellow of our brand, they are guaranteed the same high quality of free, impartial and confidential advice.

Citizens Advice Scotland is committed to promoting diversity and inclusion. We offer a range of family friendly, inclusive employment policies and flexible working arrangements to support all our staff. We are also committed to equality of opportunity for all and applications from individuals are encouraged regardless of age, disability, sex, gender reassignment, sexual orientation, pregnancy and maternity, race, religion or belief and marriage and civil partnerships.

Find out more at www.cas.org.uk.

Employee Benefits

Our people are our greatest strength and make Citizens Advice Scotland a great place to work. We place our people at the forefront of everything we do, and we offer a wide range of benefits to show how much we value everyone who works for us.

Work-life balance



- > **35 hour full time working week**
- > **Flexible working opportunities for everyone**
- > **Flexitime system**
- > **Hybrid Working**
- > **Generous leave:** 30 days annual leave + 10 days public holiday

Health and wellbeing



- > **Occupational Sick Pay:** up to 6 months full pay and 6 months half pay dependant on length of service
- > **Life Assurance Scheme:** financial security and reassurance for employees and their families
- > **My Gym Discounts:** join gyms, health clubs, leisure centres, yoga studios, boot camps and outdoor activities at a discounted rate
- > **Employee Counselling Service**

Financial benefits



- > **Pension scheme:** save for your future with an 8% employer and 4% employee contribution
- > **Capital Credit Union:** access ethical financial services with a credit union membership
- > **Independent Financial Advice**
- > **Access to Employee Benefits/Discounts:** including special offers, discounts and deals from over 200 suppliers

Other benefits



- > **Generous Maternity, Adoption and Paternity Pay**
- > **Enhanced occupational Sick Pay**
- > **Family Friendly Policies and Support**
- > **Season ticket loans:** take out an interest-free season ticket loan to save on travelling to and from work
- > **Salary sacrifice schemes:** Various schemes including Cycle to Work and Home Technology schemes
- > **Paid time off to volunteer**
- > **Learning and Developing Opportunities for all**

About the role

- > **Job title:** Data Governance Officer
- > **Location:** Edinburgh or Glasgow office
- > **Workplace type:** Hybrid working - min 1 day a week at the office. This is a minimum, but a successful candidate can opt to be office based 5 days per week.
- > **Hours per week:** 35
- > **Type of contract:** Permanent
- > **Job Level and Salary Scale:** Level 4, £31,146 - £38,067 per annum*

*The successful candidate's salary will be determined in line with their skills and experience. New employees are normally appointed at the lower end of the salary scale and potential candidates should not expect to be appointed above the midpoint of the salary scale.

Closing date: 05 August 2024

Interviews: TBC

About the job

Working with the Strategy, Governance, Performance, and Risk (SGPR) Team, the Data Governance Officer will help us ensure all data is findable, accessible, safe, and secure. You will support the Data Governance Lead and will support on a range of activities including records management, and UK GDPR and the Data Protection Act 2018 compliance. You will be a first line point of contact for information rights requests (such as subject access requests), freedom of information requests and other records management and data protection-related matters. As Data Governance Officer, you will understand the importance of data protection by design and best practice to ensure compliance with statutory and regulatory obligations and help foster a positive data governance culture within Citizens Advice Scotland and the 59 Citizens Advice Bureaux (CAB) across Scotland.

This role offers you the opportunity to work at the heart of supporting Scotland's largest independent advice network and to make an invaluable contribution to citizen's lives.

Job description

Job title: Data Governance Officer

Responsible to: Data Governance Lead

Line manager responsibility: No

Budgetary responsibility: No

Key responsibilities

- > To work proactively with the Data Governance Lead, key stakeholders across CAS and the CAB to apply policies and procedures and support continuous improvement in areas of data governance.
- > To contribute to the development of new systems and processes to support records management, retention, and retrieval.
- > To be the first point of contact for data protection information rights requests, freedom of information requests, and queries related to records management and data protection within CAS.
- > To liaise with the external Data Protection Officer (DPO) when required on data protection issues relating to CAS and/or CAB.
- > To support compliance with relevant legal requirements when working with personal data, such as UK GDPR and the Data Protection Act and support colleagues and the wider Network in processes such as Data Protection Impact Assessments (DPIAs).
- > To identify corporate level data governance risks and escalate issues to the Data Governance Lead, as necessary
- > Co-ordination of the Network Data Stewards Community of Practice
- > To undertake research to support the development of retention policies
- > To support the delivering of training and awareness raising activities to CAS and CAB

This job description is not exhaustive but provides a broad overview of the responsibilities.

Accountability and Decision Making

- > Expected to make some decisions within broad guidelines and to general policies covering a wide range of areas of expertise across data governance, following direction from Data Governance Lead.
- > Complex or difficult decisions should be referred to the Data Governance Lead with a recommendation on the relevant course of action.
- > Data Governance Officer will have some responsibility for working autonomously with bureaux.
- > Expected to provide guidance and advice to bureaux based on their own knowledge and experience for operational and day to day data governance issues.

Problem solving and Complexity

- > Complexity comes from the wide variety of issues which may be experienced, resulting in a diverse range of tasks which are often unexpected and need to be reactive to current issues within Bureaux
- > The post holder would be expected to solve the majority problems using their existing knowledge and experience or by seeking out and referring to existing guidance and more complex tasks require exploration with Data Governance Lead.

The above job description is not exhaustive and is clarified to include broad duties inherent in the post.

Person specification

Knowledge, skills and experience

Essential

- > Excellent research and organisational skills
- > Awareness of data governance issues, including records management and data protection
- > Ability to communicate clearly and effectively with others and influence positive change
- > Works proactively to resolve issues and considers innovative approaches to problem solving
- > Ability to work independently, using your own initiative
- > Experience of building relationships and working as part of a team to deliver outcomes
- > Experience of using Microsoft tools, and the ability to quickly learn how to use new technology applications

Desirable

- > Knowledge of relevant legislation to data governance including UK GDPR / Data Protection Act 2018 and the Freedom of Information (Scotland) Act 2002
- > Relevant qualifications and/or work experience in data governance
- > Experience of using Microsoft Sharepoint for information management
- > Experience of delivering training and workshops
- > Awareness and understanding of voluntary sector, including current issues as they relate to advice and advocacy services

Additional requirements

- > Occasional travel to Bureaux across Scotland.

www.cas.org.uk



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The Scottish Association of Citizens Advice Bureaux – Citizens Advice Scotland. Scottish charity (SC016637) and company limited by guarantee (89892)