



Working together for a fairer Scotland.

Data Governance Lead/
Data Protection 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 58 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
- > **Fresh Fruit:** enjoy a weekly array of complimentary fresh fruit in both offices
- > **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 Pension Financial Advice**
- > **Access to Employee Benefits/Discounts:** including special offers, discounts and deals from over 200 suppliers
- > **Other:** Unum Dental Cover, Health Shield

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:** Cycle to Work, Smart Tech,
- > **Paid time off to volunteer**
- > **Learning and Developing Opportunities for all**

Our Values



- Person centred:** we are committed to the wellbeing of our clients, volunteers and staff and take a whole-person approach to our work.
- Empowering:** we invest in people and support them to take action on the challenges they face.
- Supportive:** we are caring and respectful and make sure that people receive the support they need to improve their lives.
- Inclusive:** we are non-judgemental, friendly and offer expert service to anyone who needs our help.
- Collaborative:** we work together as a network and with other partners in an open, respectful way, to build trust even when opinions differ.

About the role

Job title: Data Governance Lead/Data Protection Officer

Location: Based in Edinburgh or Glasgow office, with an expectation of regular visits to both.

Workplace type: Hybrid working. You will be required to work a minimum of 1 day per week in the office. This is a minimum, but you may opt to be office based up 5 days per week. We are open to flexible working requests.

Hours per week: 35 hours per week

Type of contract: Permanent

Salary scale: (Job Level 6) £40,387 – £49,362 per annum, commensurate with skills and experience.

*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: 13 September 2026, midnight.

Face-to-face Interview date: 29 September 2026 in our Glasgow office.

About the job

The Data Governance Lead is responsible for CAS's data governance programme, will act as Data Protection Officer for Citizens Advice Scotland and provide support to the network of Citizens Advice Bureaux across Scotland. You will play a leading role in promoting a culture where data can be used to its full potential to support the delivery of our strategic priorities. You will be the main point of contact on data protection within CAS and will work with our Data Governance Officers to build capacity around data protection across Citizens Advice Scotland and the wider network, ensuring that risks are minimised and best practice is developed. You will also advise on the ethical use of data, particularly in innovation projects.

The role requires you to have excellent working knowledge of data protection legislation as well as wider data governance principles and practice, but they will also require well developed soft skills to drive forward change management processes. You must be comfortable working with colleagues from all levels of the organisation and have the ability to communicate the need for change in an authoritative yet collegiate manner, bringing all of our people along with them on our data governance journey.

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 Lead/Data Protection Officer

Line manager responsibility: Yes

Budgetary responsibility: No

Key responsibilities

- > Provide consultation, advice and guidance on all matters related to data governance including data protection and information management within Citizens Advice Scotland and the wider network
- > Perform the role of Data Protection Officer for Citizens Advice Scotland
- > Work with our Data Governance Officers to provide a data protection support service to the network of Citizens Advice Bureaux in Scotland
- > Lead a programme of work to build data protection capacity across Citizens Advice Scotland and the wider network
- > Lead the development and implementation of a data governance framework and develop data stewardship to ensure that we have clarity around responsibility for our information assets, and can be confident that they are appropriately managed in a way that contributes to the delivery of CAS's strategic priorities
- > Ensure that we have all necessary policies and procedures relating to personal data management in place across CAS and the CAB network
- > Advise on the secure and ethical handling of data, and work with colleagues in Digital and Technology to contribute to the development of digital tools to support this
- > Work collaboratively with the Cyber Security Lead to manage risks to our data and wider information assets, including developing incident response plans
- > Work with Advice Services to ensure that privacy is built into our services at the design stage
- > Work with the Data Insights Manager to improve the quality and reliability of our data
- > Keep up to date on developments in legislation and advise on the implications of this
- > Oversee CAS's responses to Subject Access and Freedom of Information requests
- > Line manage our Data Governance Officers who will provide support on all of the above

Accountability and Decision Making

- > Performs the statutory role of Data Protection Officer for Citizens Advice Scotland
- > Responsible for the delivery of the CAS data governance programme
- > Act as the main point of contact on data protection and provide advice to senior leaders
- > Make complex decisions, work autonomously, identify areas of risk and develop solutions

Problem solving and Complexity

- > Able to solve complex technical and operational issues by utilising your knowledge and experience in a pragmatic manner.
- > Problems are likely to be complex, requiring considerable analysis and option generation.
- > Problems faced may not have been faced previously and will require assessing risk versus reward, including internal and external impact.
- > You will have the expertise to resolve most data governance related queries, with support from your line manager or external legal advisers as and when required.

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

Person specification

Knowledge, skills and experience

- > A degree or equivalent qualification in a relevant subject area or significant demonstrable experience
- > Strong practical knowledge of UK data protection legislation and principles
- > Experience of taking a solutions-based approach to data protection that contributes to the delivery of an organisation's priorities, whilst ensuring the privacy of service users
- > Experience of building and maintaining collaborative relationships with a range of stakeholders demonstrating strong networking, negotiating and influencing skills
- > Experience of supporting the professional development of colleagues through training, knowledge sharing and capacity building
- > Experience of delivering change in a complex organisation
- > A good understanding of the principles of data quality
- > Ability to manage competing priorities and work effectively across multiple teams and projects
- > Excellent communication and influencing skills with the ability to explain complex requirements to non-specialists
- > Proven commitment to learning and continuous professional development.

Desirable

- > Experience of providing data protection support in a networked organisation
- > Awareness and understanding of current and emerging IT technologies and professional practices
- > Experience of leading a service delivery team
- > Experience of working in a non-profit making, charitable organisation
- > Experience of supporting compliance with Freedom of Information legislation.



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www.cas.org.uk

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