

# Data Governance & Business Analyst Lead – Role Profile

*Meeting Performance KPIs whilst improving outcomes and service delivery for the people we support*



## WHAT I AM ACCOUNTABLE FOR:

- Managing stakeholder demands and needs (demand generation and gatekeeping)
- Elicitation and analysis of business requirements to dissect complex problems and proposal of solutions
- Quickly establishing strong working relationships across Turning Point central teams and services
- Leading the creation of a data catalogue, and documentation of KPIs and metrics
- Engaging Data Owners to help categorise and catalog the data.
- Working closely with Data Architects and Data Engineers, Visualisation Developers, Performance and insights managers and IT teams to align data models and reporting with business goals and support data-informed decisions
- Supporting the creation of a new curated layer
- Creating and maintaining documentation for projects and changes
- Supporting the creation and establishment of a new Information Data Governance Group
- Engaging with individuals and teams at all levels of the organisation (up to C-Suite)
- Organisational upskilling and data literacy

## HOW I OPERATE:

- I work collaboratively and influentially with others at all levels to drive performance and to create the best possible outcomes
- I am a strategic and structured thinker
- I am a strong problem-solver with attention to both detail and the big picture
- I will deliver better outcomes by bringing new ideas and new ways of thinking
- I'm comfortable operating in ambiguity and shaping new ways of working
- I will embrace change even when it's complex and uncomfortable
- I put the people we support at the heart of everything I do
- I treat others with respect, actively listen and embrace others' points of view;
- I maintain a non-judgemental approach
- I maintain professional boundaries and always present a professional image
- I stay abreast of emerging trends, technologies and best-practices in data, analytics and AI to drive innovation.
- I actively seek opportunities to develop myself
- I take ownership and accountability for my actions and decisions

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## WHAT I DO:

### **Business Analysis & Engagement:**

- Develop and execute training programs and communication plans to improve user adoption and effectiveness of new and existing data products.
- Partner with stakeholders to understand business objectives and translate them into data and analytics requirements
- Document current and future state processes, data flows, and requirements.
- Support the design of data solutions that meet business needs while ensuring governance compliance.

### **Demand & Portfolio Management:**

- Manage the intake, assessment, and prioritisation of data and analytics requests.
- Engage with the wider organisation to ensure we align demand with strategic priorities, balancing short-term delivery and long-term roadmap.
- Serve as the point of coordination for cross-functional initiatives impacting the analytics team.

### **Strategy:**

- Input into the mid/long-term Data Strategy, working cross-functionally to understand the data drivers that align with Turning Point's objectives and mission.
- Operating Model Design & Evolution - Define and document the analytics operating model, including roles, processes, and ways of working. Develop frameworks for prioritisation, demand intake, and resource allocation.
- Continuously assess and refine how the team engages with stakeholders and delivers value.

### **Data Governance:**

- Input into the Data Governance framework and Operating model, and work in collaboration with the business including regulatory, compliance, and technology and security functions to ensure alignment with best practice.
- Work closely with data owners and data stewards, supporting them and learning from them.
- Lead the development and maintenance of the enterprise data catalogue.
- Support the Information Data Governance Group in defining data governance standards, policies, and stewardship practices.
- Partner with business stakeholders to ensure ownership and accountability of key data assets.
- Drive adoption of metadata management and best practices across the organisation.

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## WHAT I NEED:

### ***Essential:***

- Proven experience in data governance, business analysis, or analytics strategy roles.
- Experience in operating model design or business process improvement
- Ability to balance strategic thinking with hands-on-execution
- Strong problem-solving abilities to analyse data needs
- Excellent communication skills to lead conversations with non-technical stakeholders and collaborate effectively with team members

### ***Desirable:***

- Previous experience working on a data transformation programme
- Familiarity with data cataloguing tools
- Proficient in various Business Intelligence tools technologies including PowerBI and Tabeleau
- Strong knowledge of Enterprise Datawarehousing and data modelling
- Experience working with population health data or clinical data