

Data Governance Lead



Data, Analytics & Customer Insight

Grade: 2 (Technical)

Organisational overview

Nest is a great “UK plc” delivery success story. Established in 2010, Nest has been a critical pillar of the government’s automatic enrolment pension programme, with a public service obligation to accept any employer wishing to use the scheme to discharge their automatic pension enrolment duties.

Now with over 14M million members, our award-winning pension fund is tailored to members’ requirements by combining extensive research and an expert understanding of their needs. First-class investment practice and strong governance are the backbone of our organisation. We invest responsibly and sustainably and are always transparent about the choices we make. It is both a privilege and a responsibility to help each of our members achieve the retirement they want.

It’s important that Nest has an equally diverse workforce and promotes an inclusive culture. This is in line with the organisation’s values and ensures that Nest is a corporation fit for the future.

Departmental/Directorate overview

Nest is undergoing a transformation to use its data and insight to drive decision making, and Data, Analytics and Customer Insight is leading how we do it: putting our customers at the heart of our work and helping colleagues to understand and use our data. Our work enables Nest to continually learn, improve how we work and create value so that we can deliver a better retirement for millions.

The directorate includes:

- **Business Intelligence** – starting with the data at source, delivering actionable data visualisations to make Nest’s data intuitive to understand
- **Customer insight** – putting our customers at the heart of Nest – understanding their needs through qual and quant research, surveys, and digital insight
- **Data** – planning and delivering how we manage quantity, quality, availability of key datasets as an enterprise, making it easy for BI, analysis and modelling operate and be automated
- **Data strategy** – working on Nest’s data literacy, data governance, and a strategy for how we can all collaborate to make our data a really useful shared asset for Nest, underpinning our decisions
- **Analytics** – taking all our data and creating value for the organisation – understanding our customers and our business, and doing descriptive, predictive, and prescriptive analysis and modelling to help Nest to make decisions

If you love data and insight, and you’d like to help us on this journey, come and join us.

The role

Today, Nest is at an early stage of scaling data governance to meet growing regulatory and strategic demands. This role will design and embed an enterprise data governance capability that enables trusted data, regulatory compliance and data-driven decision-making across Nest.

The successful candidate will take the organisation from a relatively immature and fragmented data governance position to a structured, well-understood and actively adopted operating model with clear accountability, standards and measurable outcomes.

You will operate across two core data ecosystems, spanning Azure with Databricks and AWS with its native services, ensuring governance is consistent in principle while pragmatic in implementation.

A key aspect of the role will be engaging senior stakeholders across technology, data, risk, information security and the business to drive adoption, embed accountability and create genuine cultural change in how data is managed and valued.

This is a rare opportunity to define and embed data governance at enterprise scale within one of the UK's largest pension schemes, with direct exposure to Executive-level priorities around risk, regulation and digital transformation.

Scope and deliverables

Accountability

- Own and lead Nest's Data Governance strategy, framework and operating model
- Establish clear data ownership and stewardship across business and technology domains
- Define and maintain enterprise data policies, standards and controls aligned to regulatory expectations
- Provide governance across both Azure/Databricks and AWS-based data platforms
- Ensure alignment with GDPR, data protection requirements and internal risk frameworks
- Drive adoption of governance practices through stakeholder engagement and clear value articulation
- Act as the senior point of contact for data governance across DPO, Information Security, Technology and business leadership
- Oversee data quality, metadata management, lineage and data classification standards
- The role plays a key part in ensuring compliance with regulatory obligations and supporting risk mitigation across data and information management, including audit and control assurance

Deliverables

- A clear and implementable Data Governance framework, aligned to enterprise objectives
- Defined and operationalised Data Ownership and Data Stewardship model
- Enterprise data policies, standards and control catalogue
- Data quality framework with measurable KPIs and reporting
- Metadata, lineage and catalogue capability embedded across both platforms
- Data classification and protection standards consistently applied across Azure and AWS environments
- Governance forums, decision-making structures and escalation routes in place and functioning
- Training and adoption plan to drive engagement across business and technology teams
- Regular reporting to senior stakeholders on data governance maturity, risks and progress
- External audit responses

Relationships and autonomy

- Reporting to the Head of Data
- Owns definition of enterprise data governance standards and policies
- Accountable for approval routes via Data Governance Committee
- Influences but does not directly control domain data ownership within business units
- Working closely with colleagues across the Data, Analytics and Customer Insight directorate, other directorates across Nest, the wider Technology and Operations teams, and with external suppliers such as our scheme administrator and IT service provider
- Helping support the organisation to become more data driven and fostering a data community across Nest
- Line management of one direct report (Data Quality Analyst) initially, with potential for team development

Role requirements

Experience and technical skills

We are particularly interested in candidates who:

- Have led enterprise data governance transformation programmes
- Have operated at senior leadership level in regulated environments
- Can balance policy design with hands-on implementation

Required

- Proven experience leading or implementing Data Governance within a financial services or similarly regulated environment – pensions would be very useful experience
- Demonstrated success in transforming governance maturity from low or inconsistent engagement to structured, adopted practices
- Proven experience of working in multiple regulated entities, ideally across different specialities
- Experience of working with third-party data providers and scaled IT outsourcers (eg. TCS, Infosys etc), with track record of managing governance framework and expectations across external partners
- Strong understanding of data governance frameworks including ownership, stewardship, quality, lineage and metadata
- Experience working across modern cloud data platforms, including:
 - Azure data services and Databricks
 - AWS data services such as S3, Glue, Lake Formation, Redshift or equivalent
- Knowledge of data catalogue and governance tooling (for example Purview, Collibra, Alation or similar)
- Strong understanding of data protection, GDPR and information security principles
- Experience designing and implementing data quality frameworks and controls
- Ability to operate across both technical and business domains, translating governance into practical implementation
- Previous line management experience

Desirable

- Demonstrable knowledge of auto-enrolment pension schemes

Personal attributes

- Strong stakeholder leadership, with the ability to influence at Executive and senior leadership level
- Pragmatic and outcome-focused, able to balance governance rigour with delivery reality
- Credible and confident communicator, particularly when engaging non-technical stakeholders
- Resilient and able to drive change in environments with low initial engagement
- Collaborative approach, building alignment across business, technology, risk and security
- Structured thinker, able to design clear frameworks and operating models
- High levels of ownership and accountability

Differentiators

Nest is an organisation with a unique culture – with staff drawn from both the public and private sector, and a very special people-centric approach. Nest is warm and human as an organisation, and that's also true of the people you'll be working with every day. The Data, Analytics and Customer Insight team is a blend as well – some people have been with Nest from the start over 10 years ago, others are new in. The Data, Analytics & Customer Insight team is a gender-balanced, diverse team, and we really enjoy working together in such a purpose-driven organisation. We're at the early stages of a transformation, and it's an exciting time for us.

Although we're a relatively young pension scheme, over the next few years it will continue to develop into one of the largest schemes in Europe with contributions running at circa £10bn annually. We work in an outsource model at Nest, and the DACI team works closely with our new back office & customer experience supplier on designing our future service with our customers at the heart. Our insight capability is split over Nest and our partner team, but we act and deliver as one team.

Working pattern

Full time, but flexible working is available.
At least 2-3 days per week in the London office (Canary Wharf).
Visits to IT outsource partner offices as and when required.

Grade Descriptor

Grade 2: Works to achieve operational targets with significant impact on the results of the Function. Works with some supervision.