

Data Quality Manager	
Salary (FTE)/Hourly rate of pay:	£36,000 (& Benefits)
Contract Type:	Permanent
Hours of work:	37.5 hours per week
Responsible to:	Director of Homes & Places
Location:	YMCA North Tyneside, Church Way, North Shields, NE29 0AB

Organisational Context:

YMCA North Tyneside is a Voluntary Sector Organisation undertaking youth and community programme work in areas of North Tyneside, South Tyneside, and Teesdale. We are part of the worldwide YMCA movement, which started in London in 1844 has grown to become the world's largest and oldest youth movement. Now, more than 175 years later, YMCA is operating in 119 countries, with 64 million people reached annually around the world. Guided by our Christian values, we believe everyone has potential, and we serve our communities so that all can hope, belong, contribute and thrive.

Job Purpose:

To lead the development and execution of the organisation's data management strategy and operating model. You will serve as the primary architect and guardian of our information assets, ensuring they are structured, accurate, and accessible to drive strategic decision-making and operational excellence. This role is vital for meeting the compliance standards set by the Regulator for Social Housing (RSH).

Main Duties & Responsibilities:

Data Architecture & Information Governance

- Create and run a data strategy that helps the organisation achieve its goals.
- Plan and oversee our data systems to make sure they support key work like managing our housing stock.
- Act as the bridge between different teams and the IT department to clarify data needs and ensure information moves smoothly between systems.
- Create policies to protect data, and plan for how to keep systems running or recover them in an emergency.

2. Regulatory Compliance & Data Integrity

- Facilitate data governance policies and procedures to ensure the accuracy, reliability, and security of all information within the organisation.

- Lead the data quality initiatives required to satisfy the **Regulator for Social Housing (RSH)**, particularly regarding housing stock management and tenant requirements.
- Oversee the reporting infrastructure to ensure the accurate and timely delivery of operational metrics and performance insights.
- Support the **Data Protection Officer (DPO)** in their role managing compliance with GDPR and relevant data privacy laws.

3. Analytics & Business Insights

- Provide data-driven insights and act as a trusted advisor to senior leadership regarding business decisions.
- Contribute to the Risk Strategic Working Group by providing accurate and timely reports that help inform the Board of Trustees regarding crucial metrics and performance.

4. AI Strategy & Innovation

- Drive AI transformation initiatives, including the practical implementation of generative AI to improve innovation and efficiency.
- Assess and quantify AI-related risks while cultivating an organisational culture that appropriately trusts and utilises AI technology.
- Utilise AI and ML technologies to predict trends, evaluate risks, and continuously improve internal processes.

General:

It is in the nature of the work at YMCA North Tyneside that tasks and responsibilities are in many circumstances unpredictable and varied, therefore, this job description is not an exhaustive list of duties and responsibilities but is intended to reflect a range of duties the post-holder will perform in line with their remuneration. The job description will be reviewed regularly and may be changed in the light of experience and in consultation with the post-holder.

This post requires proof of right to work in the UK, satisfactory references and a satisfactory enhanced DBS Disclosure (the cost of which will be met by the employer).

Safer Recruitment & Safeguarding

We are committed to safeguarding and promoting the welfare of children, young people, and vulnerable adults. We expect all staff to share this commitment.

We strive to create a safe and supportive environment where everyone feels protected from harm. We have robust procedures in place to prevent and address any concerns about abuse or neglect. All staff and volunteers have a responsibility to report any concerns about the safety or welfare of children, young people, or vulnerable adults. We have clear reporting procedures and we will take all concerns seriously.

Equal Opportunities

YMCA North Tyneside is committed to eliminating discrimination and encouraging diversity amongst the workforce. We aim to be an equal opportunities employer and we are determined



to ensure no applicant or employee receives less favourable treatment on the grounds of gender, age, disability, religion, belief, sexual orientation, marital status or race, or is disadvantaged by conditions or requirements which cannot be shown to be justifiable. Flexible work is supported, and applications from people with disabilities are encouraged. We strive to create local employment opportunities for all.

Person Specification			
No.	Essential	Desirable	Assessed by
Education/Qualifications			
A bachelor's degree in Computer Science, Data Management, Mathematics, or a related field. (Or relevant experience)		X	Application/ Interview
Experience			
In data management, business intelligence, or analytics.	X		Application/ Interview
Advanced understanding of data governance frameworks, data privacy laws, and compliance practices.	X		Application/ Interview
Skills & Abilities			
Proficiency in data querying and analysis tools and familiarity with data visualisation tools.	X		Application/ Interview
Ability to execute AI initiatives aligned with business objectives, with an understanding of AI ethics and transparency.	X		Application/ Interview
Excellent project management skills with the ability to map out complex data processes end-to-end.	X		Application/ Interview
Personal Skills & Abilities			
Strong presentation skills; able to communicate effectively with both technical and non-technical stakeholders to influence business decisions.	X		Interview/ Task
Strong analytical and problem-solving abilities with high attention to detail.	X		Interview/ Task

