

JOB DESCRIPTION

Job Title	Data Governance Manager		
Reports to	Head of Data & AI		
Department	Technology		
Job Family	Business Services	Level	4

About the School

At London Business School, we strive to have a profound impact on the way the world does business and the way business impacts the world. Our departments work hard to ensure that we are continually delivering a world-class service, academic excellence and that our course offering maintains our place as a leading business school.

With thought-leading faculty and dynamic learning solutions, we empower both businesses and individuals by offering a transformational learning experience that will broaden their professional knowledge and global mindset. As well as offering postgraduate courses for the business leaders of the future, we run open and customised executive courses for professionals and corporate clients that help leaders identify the future focus and strategic direction of their businesses.

With London in our hearts, we draw from its status as a financial, entrepreneurial and cultural hub to attract a diverse range of students and faculty, creating an abundance of opportunities to network with industry experts and alumni worldwide.

About the Department

The LBS Technology department is responsible for delivering and supporting all digital technology solutions required for the effective running of London Business School.

We provide specialist capability in Service Delivery, Software Development, Digital Solutions Delivery, Teaching and Learning Technology, Platform Integration, Data Management, Cyber Security, Project Delivery, Business Change and Enterprise Architecture.

The School's Data & AI Strategy sets out a vision for responsible, secure, and innovative use of data and artificial intelligence. AI capabilities are an emerging pillar of this strategy, driving innovation across teaching, learning, research, and operations.

Job Purpose

The Data Governance Manager is responsible for operationalising and embedding London Business School's Data Governance Framework across the School. The role sits within the Central Data Team and acts as a key enabler of the School's Data & AI Strategy by ensuring that data is trusted, well-managed, accessible, and governed consistently across strategic programmes, operational processes, and data and AI use cases.

Working closely with business and technology stakeholders, the Data Governance Manager will establish practical governance practices across data domains, support the onboarding of Data Owners and Data Stewards, and ensure data governance is embedded into strategic initiatives including enterprise data platform adoption, analytics delivery, and AI enablement.

The role is responsible for maintenance, improvement and adoption of the LBS Data Governance Framework, ensuring associated processes are scalable, measurable, and aligned with the School's wider strategic ambitions.

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Data Governance Framework Delivery

- Operationalise and continuously improve the LBS Data Governance Framework.
- Develop, maintain, and evolve data governance standards, templates, guidance materials, and onboarding approaches.
- Ensure data governance principles relating to data ownership, data quality, data security and accessibility, and consistent definition are embedded into delivery and operational processes.
- Track data governance adoption and maturity across data domains and identify opportunities for improvement.

Data Governance Enablement & Stewardship

- Support departments to embed and uphold Data Owner and Data Steward responsibilities across data domains.
- Facilitate workshops, onboarding sessions, and data governance activities to establish ownership, stewardship, glossary definitions, metadata, classifications, and critical data elements.
- Act as a trusted advisor to business and technical stakeholders on practical implementation of governance processes.
- Promote consistent data governance practices across strategic projects and operational teams.

Data Quality, Metadata & Governance Processes

- Support the implementation of data governance processes including:
 - Data quality management

- Metadata management
- Data issue management
- Business glossary management
- Critical data element management
- Data classification and governance controls
- Coordinate data governance activities supporting the School's enterprise data platform and data catalogue capabilities.
- Work with technical and operational teams to improve data trust, consistency, discoverability, and usability across the School.

Strategic Data & AI Enablement

- Embed data governance practices into strategic programmes, data analytics initiatives, and AI use cases.
- Support the delivery of trusted and reusable data products aligned to strategic priorities including Aware to Admit (A2A) and enterprise AI adoption.
- Ensure data governance considerations are incorporated into solution design, implementation, and operational support activities.
- Support responsible and compliant use of institutional data.

Stakeholder Engagement & Community Enablement

- Build strong collaborative relationships across academic, operational, and technology teams.
- Coordinate data governance communications, training, onboarding, and awareness activities.
- Support governance forums, communities of practice, and cross-functional data governance engagement.
- Promote a culture of responsible data ownership, stewardship, and decision-making across the School.

Governance Monitoring & Continuous Improvement

- Monitor data governance progress, risks, adoption, and operational effectiveness.
- Support the development of data governance metrics, maturity assessments, and reporting.
- Capture lessons learned and contribute to continuous improvement of data governance practices and tooling.
- Work closely with Data Privacy, Cyber Security and Architecture teams to ensure aligned governance and compliance approaches.

KPIs

- Adoption and operationalisation of the LBS Data Governance Framework across business domains.
- Successful onboarding and engagement of Data Owners and Data Stewards.
- Measurable improvements in data quality, metadata coverage, and data governance maturity.

- Increased usage and adoption of governed data assets and data catalogue capabilities.
- Successful integration of data governance practices into strategic programmes and AI use cases.
- Stakeholder satisfaction and engagement across academic, operational, and technology teams.
- Delivery of data governance training, communications, and enablement activities.
- Reduction in data governance-related risks, duplication, and data management inefficiencies.

Knowledge/Qualifications/Skills/Experience required

- Experience delivering or operationalising data governance, data management, or data quality initiatives within complex organisations.
- Strong understanding of data governance concepts including:
 - Data ownership and stewardship
 - Metadata and business glossaries
 - Data quality management
 - Data classification and access management
 - Data lifecycle and governance controls.
- Experience working across business and technology teams to embed data governance practices into operational delivery.
- Strong stakeholder engagement, facilitation, and communication skills.
- Experience developing data governance processes, standards, frameworks, or operating models.
- Ability to influence and build relationships.
- Experience supporting organisational change, adoption, or capability-building initiatives.
- Strong organisational and prioritisation skills with the ability to manage multiple initiatives simultaneously.
- Understanding of data privacy, information security, and responsible AI use principles.
- Familiarity with enterprise data platforms, data catalogues, or data governance tooling such as Microsoft Purview is desirable.
- Experience supporting data analytics or AI-enabled initiatives is desirable.
- Experience within higher education or similarly complex stakeholder environments is desirable.

Resources including team management

This role does not have direct line management responsibility but works closely with Data Owners, Data Stewards, technical teams, programme teams, and strategic stakeholders across the School to coordinate and embed governance activities.

The role may coordinate activities delivered by third-party partners and support governance activities across multiple strategic initiatives simultaneously.

Staff	None
Budgets	TBC
Date Updated	May 2026