



About RAA

Proudly South Australian since 1903, RAA has been trusted by members for over 120 years. While best known for road service and insurance, we now help more than 845,000 members with travel, energy, solar and battery solutions, EV charging, and more.

Our purpose is simple - to be **better for members, better for the community**. We advocate for safer roads, invest in sustainability, and help shape a smarter, more connected future for our state.

With 1,100+ employees, RAA is one of SA's most trusted brands - and a place where your work truly makes a difference.

Why Work with us?

Join one of SA's most iconic, community-minded organisations. Enjoy an inclusive culture, flexible ways of working, and meaningful opportunities to grow and contribute.

Here you'll find:

- Diverse career paths across multiple industries
- Great perks and wellbeing programs
- Ongoing learning and leadership development
- A collaborative, purpose-driven environment

Our values guide everything we do



We are member obsessed



We do the right thing



We deliver together



We courageously challenge

About the Job

Job Title:	Data Governance Lead
Business Unit:	Transformation
Position Reports to:	Senior Manager, Data Strategy & Architecture
Direct Reports:	Data Capability & Governance Consultants

Why the role exists

The Data Governance Lead exists to establish and embed enterprise data governance practices that ensure data is managed as a trusted, secure and valuable asset across RAA. The role builds and maintains the frameworks, policies, standards and stewardship model needed for consistent, compliant and responsible data management, partnering with data owners, business stakeholders and governance functions to lift data quality, accountability and trust. Leading the data governance function, the role supports RAA's data-driven and AI-enabled future, enabling regulatory compliance, reliable analytics and confident decision-making across the organisation.

You will also be required to perform other duties as reasonably directed from time to time.

Key Responsibilities	What Success Looks Like
WHS	- Take personal responsibility for your own safety and that of others, and ensure that your work environment and practices are safe. - Perform your duties in accordance with the RAA Work Health and Safety Policy, and the Injury Management Roles and Responsibilities Procedure specific to your defined level of work.
Leadership	- Provide clear direction, purpose and context for your team's work, setting clear targets with agreed deliverables and timeframes for each team member. - Regularly assess the performance of, and provide timely feedback to, direct reports through one-on-one discussions held at least monthly, aligned with the Performance for Purpose (P4P) development plan and cycle.
Data Governance Frameworks & Standards	- Maintains data governance frameworks, policies and standards that remain practical, scalable and aligned to business needs, so governance stays relevant as the organisation evolves. - Maintains business glossaries, data catalogues and metadata standards that make enterprise data assets easy to find, understand and trust. - Reviews and refines governance practices in response to changing organisational and regulatory requirements, keeping RAA's approach current. - Promotes consistent adoption of governance and information management standards across business areas.
Data Ownership & Stewardship	- Maintains clear data ownership and stewardship models, so accountability for enterprise data is well understood and consistently applied. - Supports business leaders and data stewards to fulfil their governance responsibilities with confidence. - Builds and coordinates an active data stewardship community that strengthens data quality and accountability across the organisation. - Provides ongoing guidance and education to data owners and stewards, lifting the consistency of governance practice over time.
Data Quality & Assurance	- Maintains enterprise data quality standards, controls and monitoring processes that give the organisation confidence in its data. - Reports on data quality performance across key business domains, so issues are visible before they affect decision-making. - Coordinates remediation of data quality issues and their root causes, driving sustained improvement in data trust and consistency.

Data Risk, Privacy, Compliance & Incident Management	• Ensures governance practices support RAA's regulatory, privacy and security obligations, partnering with Risk, Legal, Cyber Security and Audit to strengthen outcomes. • Identifies and assesses data-related risks, recommending controls that are proportionate and practical. • Coordinates the investigation, resolution and root-cause analysis of data governance and quality incidents, ensuring they are appropriately escalated and documented. • Captures lessons learned from governance issues and incidents, strengthening practices through continuous improvement.
Governance Adoption & Capability Development	• Builds awareness and understanding of data governance practices across the organisation through targeted training and guidance. • Supports teams to adopt governance standards and good data management practices in their day-to-day work. • Champions best-practice approaches to data management, stewardship and accountability, lifting organisational data literacy over time.

About You

Your Qualifications

- Tertiary qualification in Information Management, Information Technology, Data Science or a related discipline (mandatory)
- Relevant certification in data governance, such as DAMA-DMBOK or CDMP (desirable)
- Formal training in privacy, risk or compliance frameworks (desirable)
- Postgraduate qualification in a related field (desirable)

Your Experience

- Demonstrated experience establishing or embedding data governance frameworks, policies and standards within a complex organisation
- Experience building and supporting data stewardship models and communities across business and technology stakeholders
- Experience partnering with risk, privacy, legal, cyber security or audit functions to strengthen data-related controls
- Experience leading and developing a small team of governance or data professionals

Your Skills and Knowledge

- Strong knowledge of data governance, data quality and information management principles and practices
- Sound understanding of privacy, security and regulatory obligations relevant to data management
- Working knowledge of metadata management, business glossaries and data cataloguing practices
- Strong stakeholder engagement and influencing skills, with the ability to build capability and drive adoption across the organisation
- Sound analytical and problem-solving skills, with experience coordinating incident investigation and root-cause analysis

Your Capabilities



Customer Focus



Drives Results



Being Resilient



Collaborates



Communicates Effectively



Ensures Accountability

Job Classification & Approval

Job Level

Instrument	Not applicable
Job Classification	Not applicable

Approval

Position	Name	Date
Manager		
People & Capability		