

# ROLE PROFILE

<b>Position Title:</b> Program Manager - AI & Data Governance	<b>Reporting to:</b> Assistant Director AI and Data Governance
<b>Business Unit:</b> CEO	
<b>Division:</b> Strategy & EPMO	<b>Department:</b> AI and Data Governance

## A. ROLE AND CONTEXT

<b>Purpose:</b> This role is responsible for planning, executing, and overseeing AI-driven initiatives while ensuring robust data governance practices. This includes managing cross-functional teams, aligning AI strategies with organizational objectives, maintaining compliance with data privacy regulations, and promoting ethical AI use across the enterprise.	<b>Functional Context:</b> CEO's office works closely with Board of Directors, executive committee and audit committee members to facilitate & coordinate all of CEO's activities & functions. Strategy & EPMO division is one of the key functional areas that are part of CEO's office responsible for enabling Strategy planning & execution and in tracking & monitoring all enterprise projects in the company while ensuring projects are being completed within the scheduled time and approved budget or undertaking activities. AI & Data Governance team is responsible for developing and implementing data governance frameworks and AI strategies to ensure data integrity, security, compliance, and to drive innovation and operational excellence within Ooredoo. Additionally, the team manages AI projects and proof of concepts, tracks data initiatives, and coordinates with cross-functional teams to ensure timely delivery & value realization.
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## B. ROLE ACCOUNTABILITIES

• Define program roadmaps and project plans for AI-driven initiatives, ensuring alignment with business objectives.
• Oversee program budgeting, timelines, and resources across multiple cross-functional workstreams.
• Collaborate with data governance leads to incorporate policies, standards, and best practices into AI initiatives.
• Integrate data quality, metadata management, and compliance requirements into AI project lifecycles.
• Promote responsible AI guidelines, ensuring transparency, fairness, and compliance with relevant regulations.
• Provide clear communication channels and reporting structures for AI and governance initiatives.
• Conduct regular briefings, workshops, and training sessions to build awareness and drive adoption of AI governance practices.
• Act as the bridge between technical teams and executive leadership to clarify program objectives and progress.
• Track key program metrics (e.g., budget, schedule, quality) to evaluate project success and identify improvement areas.
• Implement feedback loops, post-implementation reviews, and lessons learned to optimize future AI programs.
• Ensure adherence to data protection laws and internal governance policies for all AI initiatives.
• Collaborate with Legal, Security, and Compliance teams to proactively address regulatory risks and audits.
• Manage relationships with third-party vendors and consultants for AI solutions and data governance toolsets.
• Document program processes, standards, and frameworks, ensuring organizational learning and repeatable success.
• Foster a culture of continuous learning and innovation within AI and data governance.

## C. SCOPE AND INTERACTIONS

<b>Direct Revenue Responsibility:</b> No <b>Direct Budget Responsibility:</b> No <b>Direct People Management Responsibility:</b> No	<b>Primary Interactions (Internal/External)</b>	
	<b>Internal Relationships:</b> Cross Functional	<b>External Relationships:</b> Vendors Business Partners Customers

- Percentage of AI and data governance projects delivered according to planned timelines and budgets.
- Reduction in critical data errors or inconsistencies identified post-project implementation.
- Number (or percentage) of AI initiatives meeting internal and external compliance requirements.
- Feedback scores from project sponsors, end-users, and cross-functional teams on program effectiveness.
- Impact on revenue growth, cost savings, or process efficiencies directly attributable to AI solutions deployed.
- Number of employees/stakeholders trained and actively engaging with established governance frameworks.

### Minimum Experience, Essential Knowledge & Skills

### Minimum Entry Qualifications

**Minimum Entry Requirements**  
Bachelor's Degree in Computer Science or Engineering or Similar

## Preferred Certifications / Other Qualifications

<u>Technical Competencies</u>	<u>Required Level</u>	<u>Behavioural Competencies</u>	<u>Required Level</u>		
PARTNER MANAGEMENT	Advanced	Building Customer Value	Intermediate		
GOVERNANCE, RISK AND COMPLIANCE	Intermediate	Delivering Results & Fostering Collaboration	Intermediate		
PROJECT MANAGEMENT	Expert	Shaping Strategy	Intermediate		
SCOPE MANAGEMENT	Expert	Driving Change	Basic		
MACHINE LEARNING	Advanced	Networking and Influencing Collaboratively	Basic		
ANALYTICS	Advanced	Leading Teams	Basic		
<b>Competency Level (Reference Range)</b>	<b>Basic</b>	<b>Intermediate</b>	<b>Advanced</b>	<b>Expert</b>	
	<b>Low</b>	<b>&gt;</b>	<b>&gt;</b>	<b>&gt;</b>	<b>High</b>