

ROLE PROFILE

Position Title: Senior Manager Data Governance	Reporting to: Assistant Director AI and Data Governance
Business Unit: Strategy and Digital Transformation	
Division: AI and Data Governance	Department: AI and Data Governance

A. ROLE AND CONTEXT

Purpose: This role is responsible for leading and overseeing the organization's Data Governance function, ensuring that data is trusted, well-defined, protected, and effectively utilized to support business decision-making, AI initiatives, and regulatory compliance. The role acts as the key link between business units, IT, BI, Risk, Privacy, and Compliance functions to establish and sustain a robust data-driven culture. This position owns the Data Governance program end-to-end, including the development and implementation of governance frameworks, policies, standards, and operating models that ensure data integrity, quality, security, accessibility, and compliance with applicable regulations and industry standards. The role is accountable for the effective management of data quality, metadata, master data, stewardship, and governance processes across the organization. Additionally, the role drives Data Governance projects and strategic initiatives, overseeing execution through the Data Governance Council, coordinating cross-functional stakeholders, managing risks and dependencies, monitoring progress, and ensuring the timely delivery of governance objectives aligned with business priorities. The role also contributes to the development and execution of data and AI governance strategies, fostering innovation, operational excellence, and alignment with the organization's strategic goals.	Functional Context: 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 and value realization.
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B. ROLE ACCOUNTABILITIES

• Develop and implement enterprise-wide data governance frameworks, policies, and best practices.
• Ensure alignment of data governance initiatives with organizational strategic objectives and regulatory requirements.
• Establish a Data Governance Operating Model, including roles, responsibilities, and escalation mechanisms.
• Define and oversee data quality standards, metrics, and controls to ensure data accuracy, completeness, and consistency.
• Implement data profiling, monitoring, and remediation strategies across the organization.
• Collaborate with business and IT stakeholders to improve data lineage, metadata management, and classification.
• Lead data risk assessments and mitigation plans for handling sensitive and high-risk data.
• Work closely with Legal, IT Security, and Compliance teams to manage regulatory reporting and audits.
• Lead the evaluation and implementation of data governance tools.
• Drive automation in data governance processes, including metadata management and policy enforcement.
• Establish and lead the Data Governance Council to ensure cross-functional collaboration and accountability.
• Provide training and awareness programs to promote a data-driven culture and governance best practices.
• Act as a key liaison between business, IT, data stewards, and senior leadership.
• Oversee reference data management to maintain consistency in taxonomies and classifications.
• Advocate for ethical AI and responsible data use, ensuring transparency and fairness in AI-driven decision-making.
• Establish ethical guidelines for handling sensitive and personal data.

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- Lead data risk assessments and oversee mitigation plans for sensitive, critical, and high-risk data assets.
- Monitor and report data governance risks, issues, and remediation plans to relevant governance committees.
- Promote data governance awareness, adoption, and data literacy across the organization through training, communications, and engagement initiatives.
- Ensure data governance practices support responsible AI, including data readiness, lineage, transparency, data quality, and compliance requirements for AI use cases.
- Collaborate with AI Governance teams to establish standards for ethical and responsible use of data in AI-driven solutions.
- Define and track Data Governance KPIs, maturity metrics, and business value realization outcomes to demonstrate governance effectiveness.

C. SCOPE AND INTERACTIONS

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

D. KEY PERFORMANCE INDICATORS (KPI)

- % new KPI and KDE controls to improve data accuracy across priority domains.
- % new governed zones with KPIs and KDEs implemented and glossary terms mapped.
- % of compliance with regulatory and audit requirements.
- % BU participation and governance traction.
- Number of new waves to be governed, in cross-functional work with other BUs and OG. Increase the number of KPIs and KDEs tracked across OQ.
- Number of active users on Collibra platform.

E. EXPERIENCE, QUALIFICATIONS AND SKILLS

Minimum Experience, Essential Knowledge & Skills	Minimum Entry Qualifications
10 years' experience in a similar role. Experience in Data Management, Governance, Quality and Strategy. Strong understanding of Data governance operating models and best practices. Data privacy laws and compliance frameworks. AI governance, ethical AI principles, and responsible data usage.	Bachelor's Degree in Business Administration or Engineering or Project Management Preferred Certifications / Other Qualifications CDMP (Certified Data Management Professional) Bachelor's or Master's degree in Technology, Engineering, Data, or related fields Experience in Telecom Experience with Collibra Experience with AI/AI Governance initiatives, given the growing intersection between Data Governance and AI Governance

Technical Competencies	Required Level	Behavioural Competencies	Required Level
DATA PROTECTION	Advanced	Building Customer Value	Intermediate
DATA INTEGRITY	Advanced	Delivering Results & Fostering Collaboration	Intermediate
GOVERNANCE, RISK AND COMPLIANCE	Advanced	Shaping Strategy	Intermediate
INTERNATIONAL STANDARDS	Intermediate	Driving Change	Basic
PROCESS MANAGEMENT	Basic	Networking and Influencing Collaboratively	Basic
		Leading Teams	Basic
Competency Level (Reference Range)	Basic Low >----->	Intermediate >----->	Advanced >-----> Expert High