
JOB DESCRIPTION

Job Title: Technology Governance Officer

Grade: C

Department: CAF Bank Technology

Main purpose of job:

To support the IT Business Manager (Bank) and the associated Line of Business team with specific responsibility for the administration of governance activities and report generation, service review packs, oversight of compliance and other related administration activities as required.

This role is responsible for organising and maintaining the calendar for key line of business meetings, collating meeting packs and chasing contributors, and the production and circulation of minutes from meetings.

Responsible to: IT Business Manager - Bank

Budgetary responsibilities: *N/A*

Responsible for: *N/A*

Key Job Responsibilities:

- Maintain up to date records of appropriate Line of Business teams:
 - Production of management reports and escalation of issues
 - Compliance Training
 - HSE assessments (Office based and Remote working)
 - Time/Work recording
 - User Access and Permissions Reports
 - Colleague contact details and related personnel data
 - Supporting the Project Management, Service Delivery and Strategy & Planning functions with the production of key MI.

- To manage the line of business Varonis Active User Checks process. This includes:
 - Monthly and Quarterly reporting to line of business areas
 - Understanding and reacting to the business area feedback

- Raising and Monitoring the appropriate Service Desk tickets in relation to the business area feedback
 - Where needed, working with business area line managers to assist them to make RBAC adjustments for their team to maintain appropriate user access.
 - Collating all information linked to the User Checks, i.e. reports, emails, Service Desk ticket references, and storing these in designated folders to create an audit trail.
 - Providing all user access check information to auditors on request and being their point of contact for the user access process.
- To own the calendar of key IT governance and leadership team meetings, ensuring it is maintained, up to date, and published. Also to assist with booking meetings (ensuring the key people and resources are available), creating the appropriate agendas, and rearranging when necessary.
 - To be responsible for the timely production and distribution of board and executive reporting packs ahead of Governance and Leadership meetings, following up with contributors (for outstanding papers) and confirming the status of outstanding actions. Record minutes and actions from meetings, review with stakeholders and distribute to the groups.
 - To be responsible for the timely production and distribution of various Management Information packs, following up with contributors (for outstanding papers) and confirming the status of outstanding actions. Also to deputise for meeting chair on occasions and to run the meetings.
 - To contribute and assist with the management of the central actions registers, ensuring it always remains up to date. Also to assist Management with actions and following up late actions with individual stakeholders.
 - Support and assist with the management of the IT operational risks, including the capture and documentation of risks from workshop and chasing of late actions both within IT and across the group.
 - Undertake the management of small projects or process improvement activities within the department to improve operational processes, culture, morale, and service/project delivery.
 - Support the Senior Leadership Team to build a culture of high performance; pro-activity; inter-team cooperation and continuous improvement with CAF Technology. Providing leadership and guidance to coach, motivate, and lead team members to their optimum performance levels and career development.
 - Support the Head of Technical Portfolio Delivery with the scheduling, minute taking and board pack production for the Technical Portfolio Board (including budget tracking, portfolio metrics and risk management). Provide support in maintaining the project asset register, stage gate approval tracking and project benefit tracking.
 - Assist in the development and maintenance of a Technology Learning & Development plan, working with senior stakeholders to identify capability gaps, training needs, and development priorities aligned to departmental and organisational objectives.

- To coordinate and manage department-wide training and development activities for the Bank Technology team. This includes organising training sessions with support from HR, tracking attendance and ensuring completion of mandatory and role-based learning.
- To coordinate and deliver internal communications across the Bank Technology function, including drafting and distributing team-wide emails, updates, and announcements to ensure clear, consistent, and timely communication across the department.
- To support Technology leadership in the planning, tracking and timely completion of performance objectives, appraisals, and development reviews, including maintaining oversight of a central appraisal document.
- Creation / Administration of board papers and MI for discussion at key governance meetings including but not limited to:
 - Staffing levels within the department
 - Sickness levels
 - Annual leave taken to date
 - Employee turnover risk (flight risk)
 - Overtime
 - P1 incidents during the preceding period
 - Outstanding PIRs
 - Outstanding After Action Reports
- Also being the point of contact with auditors concerning user access control.

CAF Values and Behavioural Indicators

The CAF Values and Behavioural Indicators set out in a transparent and consistent manner the explanation of the performance expectations of all CAF People. Through the use of common language and common standard, it combines a set of behaviours with the required technical skills and knowledge needed to effectively perform in any given role in CAF. This is used for the assessment, management and development of performance of all our people across CAF

Please refer to the link: [CAF values and indicative behaviours](#) for the CAF Values and Behavioural Indicators.

Date: 4th June 2026

PERSON SPECIFICATION

Job title: Technology Governance Administrator

Date: 4th June 2026

Attributes	Essential ✓	Desirable ✓	How Evidenced*
Experience			A/C
Proven track record of providing excellent administrative support in a fast moving and complex environment.	✓		
Experience coordinating senior stakeholder meetings			
Experience of tracking actions, risks, and decision	✓		
Experience working in a governance, risk, compliance or service management environment			
Experience supporting internal or external audits and maintaining audit evidence	✓		
Experience producing management information (MI), reports with accuracy and attention to detail			
Experience in the Banking Industry		✓	
Experience of minute taking at a Board Level		✓	
Experience in an IT environment		✓	
Qualifications			E
Educated to A-Level or equivalent.		✓	
Specialist Skills/ Ability/Knowledge			A/C/T
Proficient in English (Oral and Written)	✓		
Advanced Microsoft Office skills (Excel, PowerPoint, Outlook)	✓		
Ability to analyse data and present clear, concise insights to support decision making	✓		
Understanding of governance processes	✓		
Ability to build effective working relationships with stakeholders at all levels, including senior leadership			
Knowledge of CAF products and Services		✓	
Knowledge of the Voluntary Sector		✓	
Communication			A/C/T
Exceptional inter-personal skills enabling engagement with all levels of staff, external organisations, agencies and regulatory bodies.	✓		
Strong internal and external communication skills	✓		
Excellent verbal and written communication.	✓		
Personal Qualities			A/C
Highly organised and efficient, with accuracy and attention to detail.	✓		
Ability to work alone or collaborate with others on projects.	✓		
Be approachable and able to work in a fast paced environment whilst maintaining a professional approach.	✓		
Strong analytical and problem-solving skills			
Commitment to continuous improvement and learning			
Prior to Appointment			R/E
All posts:			
• Credit Check	✓		

<ul style="list-style-type: none"> • Dow Jones Check • Basic DBS Check • Employment References • Medical Clearance • Right to Work in the UK <p>FCA Approved Posts:</p> <ul style="list-style-type: none"> • Standard DBS Check 	✓ ✓ ✓ ✓ ✓ ✓		
---	----------------------------	--	--

✓ Tick either the Essential or Desirable column as appropriate for each attribute

■ Insert the code from the key below for how you intend to assess this requirement e.g. at interview, via references etc.

Key

R = References, **E** = Evidence/Certificates, **A** = Application, **C** = Competency Interview, **T** = Testing/Assessment