

# Welsh Speaking Governance Manager

## Information Pack

Closing date - 5 January 2026

**Duration: Permanent**

**Salary: £35,787 – £43,758 (pay award pending)**



Dros ddysgwyr, dros Gymru  
For learners, for Wales

## Welcome

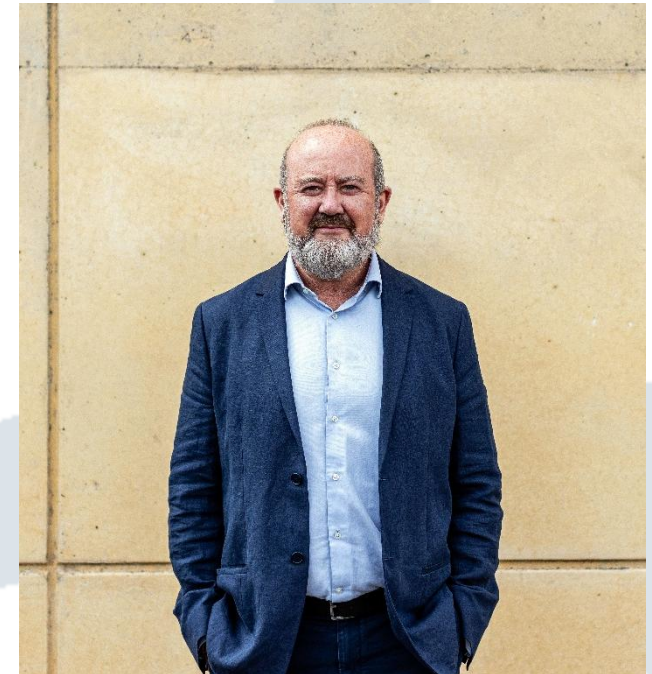
This is a great time to join us at Estyn. We're actively supporting schools and other providers through exciting reforms in Welsh education. Our work makes a real difference to learners across Wales and at Estyn, they're at the heart of everything we do.

We're proud to play a vital role in improving education and training. Our people are passionate about what they do, and we work collaboratively to deliver high-quality services that promote accountability, support improvement, and help shape the future of learning in Wales.

We're looking for someone who brings clarity, organisation, and sound judgment to a role at the heart of our governance work. You'll enjoy working with colleagues across the organisation, helping them navigate processes, meet statutory responsibilities, and maintain high standards of transparency and compliance. This role suits someone who values accuracy, good relationships, and steady coordination across multiple priorities. If you're motivated by public service and keen to support strong governance that helps us operate effectively and responsibly, we'd be pleased to hear from you.

By joining us, you'll become part of a forward-thinking and evolving organisation, one that's committed to learning, improvement, and the development of its people. You'll also gain access to opportunities across the wider Civil Service, giving you room to grow and shape your career.

This pack includes more information about what it's like to work with us, details about the role, and guidance on how to apply.



*Owen Evans, HMCI*

## Why work for Estyn?

We are the education and training inspectorate for Wales. Our aim is to improve the quality of education and training for learners in Wales. One of our key roles is to inspect education and training in Wales to give assurance to the public and government regarding educational standards.

We help education providers, such as schools and colleges, to improve quality and outcomes. We also advise the Welsh Government about educational policy and prepare reports on a wide range of educational issues and themes. Further information on our work can be found [here](#).

Our work makes a real difference to learners in Wales, and we know that it's our dedicated team who help make that happen.

We believe in supporting and valuing every member of our team. From day one, you'll be welcomed into a friendly, professional environment where your ideas and contributions matter. You'll receive a thorough induction to help you understand how your role fits into our shared mission. You'll be part of a collaborative network of colleagues, both within your team and across the wider organisation.

We're committed to helping you grow. You'll have access to a wide range of learning and development opportunities to build your skills and support your career journey, whether that's through individual training or team development.

If you care about making a difference and want to work somewhere that supports your development and values your wellbeing, Estyn is a great place to work.

## Diversity and inclusion

We're committed to creating a workplace where everyone feels welcome, supported, and able to thrive. At Estyn, we value different perspectives and lived experiences which help us grow stronger as an organisation and make better, more informed decisions for the learners and communities we serve.

We know that a diverse team brings fresh ideas, richer conversations, and stronger outcomes. That's why we encourage applications from people of all backgrounds, cultures, and experiences.

A key strategic priority is to increase the diversity of our workforce. Our commitment to recruiting and attracting diverse talent extends to actively encouraging applications from underrepresented groups including ethnic minority, and disabled people. We adopt inclusive recruitment practices including blind shortlisting of candidates and are proud to be a disability confident employer, offering support with adjustments through our process to make sure you can be at your best.

By working together and celebrating what makes each of us unique, we can continue to make a meaningful difference to education in Wales.



## Flexible and hybrid working

At Estyn, we believe flexibility helps our people do their best work while maintaining a healthy work-life balance. That's why we support a hybrid working approach for our Central Services team.

Typically, this means working from home, with regular office attendance in Cardiff office, generally one day per week. It's a great opportunity to collaborate, catch up in person, and stay connected. There is also the flexibility to work more in the office should that be your preference.

We also hold Central Services get-togethers and all-staff conferences throughout the year to bring everyone together, share updates, and strengthen our sense of community.

We operate a flexitime system too, giving you even more freedom to shape your working day in a way that suits you and meets business needs.

It's all about trust, balance, and supporting each other to work well, wherever we are.

## Who we're looking for

You will be responsible leading and supporting key initiatives across corporate and information governance, focusing on the day-to-day management of governance issues including our internal audit programme, Freedom of Information Act and Subject Access Requests, and feedback and complaints.

### Key tasks include:

- Manage Estyn's internal audit programme, including the coordination of audit meetings, reports and progress against recommendations
- Work with senior managers and central services staff to produce and monitor Estyn's Annual Plan, and monitor Estyn's key performance indicators (KPIs) and management indicators (MIs)
- Manage the Feedback and Complaints process and guidance, co-ordinating timescales and responses and supporting managers
- Manage Information Governance arrangements including coordinating timescales and responses to Freedom of Information (FOIA) and Subject Access Requests (SAR) and updating or providing initial drafts of policies so the organisation remains compliant
- Active member and support for the Information and Data Governance Group (IDGG)
- Management of the translation services contract and the translation process and oversee daily translation requests
- Manage the Translation budget in accordance with organisational governance arrangements
- Work with colleagues across the organisation to produce and monitor Estyn's Environmental Report and Action Plan
- Produce relevant management reports for groups and committees
- Keep and maintain an accurate electronic filing system
- Monitor and evaluate the effectiveness of policies and adjust to meet evolving organisational needs
- Provide cover for the Manager of HMCI's Office during periods of absence and assistance during peaks in workload
- Attend relevant internal meetings and deputise for the Head of Governance where necessary
- Line management of Governance team members as required

## Person specification

### It is essential that you have:

- Experience or a commitment to develop in the areas of handling complaints and FOIA/SAR requests
- Excellent interpersonal and organisational skills
- Experience of partnering with colleagues across all levels to support service delivery
- Experience of managing a varied and high-volume workload and competing priorities to meet deadlines
- Excellent communication, literacy, numeracy, analytical and presentation skills
- Can maintain high levels of trust and confidentiality
- Proficiency in use of Microsoft packages
- The ability to work through the medium of Welsh

It is desirable that you have experience of drafting policies

### Key behaviours

- Seeing the big picture
- Changing and improving
- Making effective decisions
- Working together
- Managing a quality service
- Delivering at pace

Further information and example of these behaviours are detailed in the [Success Profiles - Civil Service Behaviours](#) at Grade HEO.



## Benefits of joining Estyn

In addition to a good work/life balance, job satisfaction, a supporting culture, ongoing learning and development opportunities and professional development, you can also expect other benefits, including the following:

- Competitive salary and incremental points meaning that you will normally reach the maximum of the pay scale within two/three years of joining us.
- Generous holiday entitlement – 41 days away from work each year (made up of 31 days of annual leave, plus 10 public/privilege holidays (pro-rated for those who work part-time).
- Flexible working - We operate a flexi-time system, giving you the freedom to shape your working day in a way that suits you and meets business needs.
- Excellent pension - When you join Estyn, you'll automatically become part of the Civil Service Pension scheme, one of the most valuable pension schemes in the UK. We invest in your future by contributing **28.97%** of your salary which equates to **£10,367**, helping you build a strong and secure pension for later in life.
- Support for your wellbeing – We provide an hour of wellbeing time per week (pro-rated) for staff. We also provide an employee assistance programme, free annual health checks, seasonal flu jabs, a free eye care scheme and access to Health Insurance Plans through Civil Service Healthcare.
- Support for your family life – generous family friendly policies including maternity, paternity, adoption leave.
- Tax-free savings – Access to a cycle to work scheme.
- Special offers and discounts – Access to a range of discounts and exclusive offers through the Civil Service Social Club – Sports and Leisure, the Civil Service Motoring Association, the Civil Service Insurance Society and the Charity for Civil Servants.



## Apply now!

**Enquiries:** If you have any questions about the role, please contact **Cheryl Davies** on [cheryl.davies@estyn.gov.uk](mailto:cheryl.davies@estyn.gov.uk).

**Apply online:** To apply for the role please visit - [JobBoard \(estynpeoplehr.cymru\)](https://jobboard.estynpeoplehr.cymru).

**Closing date: 10am on 5 January 2026**

**Alternative arrangements or accessible documents:** If you'd like to apply or access this document in an alternative format, please contact us to discuss your requirements.

## Selection process and key dates

You are able to apply in Welsh or English. An application submitted in Welsh will not be treated less favourably than an application submitted in English. Your application may be translated into Welsh or English (depending on the majority language of the panel).

The selection process includes:

- **A sift of applications:** The panel will consider all complete applications. The information you give us in your application is important in deciding whether we will invite you to the next selection stage. Candidates will be assessed at sift on all essential criteria as per the person specification. Desirable criteria will be assessed at sift where there is a strong field of candidates as a second stage after essential criteria have been considered.
- **Assessment and Interview:** Candidates invited to assessment and interview will again be assessed on their skills, experience and behaviours in relation to the person specification. The assessment will consist of a range of tasks relevant to the role as set out in the job description. At least one of these tasks will be in Welsh. Full details will be shared when candidates are invited to interview. The interview will consist of a panel interview. This will take place on 15 January at Estyn's Office in Cardiff.

**Future vacancies and reserve lists:** If you are appointable, but there isn't a suitable post immediately available, we may add you to a reserve list. The reserve list is valid for up to twelve months from the date we confirm the outcome of your application. The outcome email will confirm if you are on a reserve list. If a suitable vacancy occurs during that period, we may recommend you for appointment. We appoint from the reserve list in merit order.

## Artificial Intelligence

Artificial Intelligence (AI) tools can be helpful in various stages of applying for a job. You could use AI as a tool to research Estyn and the job you're applying for. You could also use it to organise your thoughts, refine your writing or to help you prepare for an interview. We are keen to get to know you as a person so you must ensure AI aided content maintains your authenticity.

### You must not use AI tools to:

- Exaggerate qualifications
- Misrepresent your experiences
- Copy and paste generic responses without editing them to ensure they are appropriate for you and the role you are applying for.

### How we use AI

At Estyn, we may use AI to generate ideas for Job Adverts, Job Descriptions, assessments, and interview questions, but we will never use AI tools to make selection or hiring decisions.

## Recruitment principles

Our recruitment processes are based on the principle of selection for appointment on merit on the basis of fair and open competition. We follow the [Civil Service Commission's Recruitment Principles](#).

Our recruitment processes also align with the [civil service code](#), which forms part of the terms and conditions of every civil servant.

The Civil Service Code outlines the core values of the Civil Service:

- Honesty
- Integrity
- Impartiality
- Objectivity

If you feel we have not treated your application under the Principles or the Civil Service Code and you want to make a complaint, in the first instance please contact [Estyn's recruitment team](#).

If you're not satisfied with the response you receive from us, you may be able to ask the [Civil Service Commission](#) to consider your complaint further.

