

Group IT Director – Job Description

Reports To: Chief Operating Officer

Department: IT and Business Systems

Contract Type: Permanent, full time

Location: Rivington Street, London

Charterhouse Voice and Data Ltd (CVD) is a multi-award-winning solutions integrator of cloud, connectivity, networking, mobile & security solutions. We're passionate about delivering genuine value to our clients and strive to exceed expectations in everything we do. We have established an industry wide reputation for pushing the boundaries of technology for over 27 years.

We have a dynamic product and solutions portfolio, supported by our highly skilled team for technical and professional services to meet our customer's business needs and priorities.

The Company has doubled in size over the last 12 months not only through organic growth but also through acquisitions. As CVD continues to acquire, the expansion of the business will lead to great opportunities for the development of exciting and challenging positions and as well as personal career enhancement.

We are looking for talented highly motivated people who are keen to develop their career. We understand that the key to our success is our people. For this reason, we are committed to attracting and retaining the best possible candidates. We offer a fun, innovative and fast paced environment where career development, reward and recognition are priority.

If you want to join a business passionate about technology and our customers, credible in the market with a stimulating working environment then we want to speak to you.

Our Vision

Excellence in converged voice and data solutions; creating strong strategic partnerships and delivering a great client experience from a stimulating working environment.

Our Values

Respect, Responsibility, Teamwork, Commitment, Excellence and Passion

Role Purpose

We are seeking an experienced and highly-skilled Group IT Director to join our rapidly expanding business. In this role, the successful candidate will be responsible for leading and managing the entire Information Technology function and ensuring that our company's technology systems and applications are focussed on meeting the evolving needs of our business and provide class leading support for all our stakeholders. We are looking for someone who has successfully managed complex, multi-site change programmes and delivered quantitative improvements to key business metrics. The role is an exciting one at the heart of our drive to bring the best customer service we can to our clients by making sure that all processes and systems serve the companies objectives in the most efficient manner. You will also work closely with senior management to develop technology policies to be administered throughout the company.

Duties and Responsibilities

- *IT Strategy*
 - Development of an IT strategy that deals with both the known challenges today but also looks to the future opportunities to deploy IT solutions that add value to the business and its stakeholders
 - Ownership of a three-year plan for development of IT
 - Responsibility for the delivery of all aspects of the IT strategy, budget, resources, systems, third party management
 - Development of user group across the business to gain quality feedback and prioritise requirements, ensuring these are successfully translated into application development
 - Identification of inhibitors to both organic and acquisitive growth within the IT arena and flexing the strategy to deal with these areas.
 - Work closely with the management team to present technical solutions and recommendations.
- *IT infrastructure*
 - Asking the difficult questions about why the legacy systems exist and moving to an agile operating platform capable of supporting both the current and the future operating states
 - Maintaining an always available infrastructure for all users of our business systems both internal and external
 - Management of third-party providers of infrastructure to ensure contracts, commercial arrangements and service delivery are aligned to the same levels. Collaborate on professional service engagements where required
 - Best practice on system integrations and architecture
- *IT security*

- Responsible for all IT security across the business apart from customer related items, identify and mitigate security risks
- Responsible for all Data Protection activities
- Take a proactive approach to securing data to best practice levels supporting our cyber security businesses,
- *IT applications*
 - Responsible for the overall business systems roadmap under the IT strategy
 - Ensure that enhancements are business focussed and come with a clear ROI and link through to the overall IT strategy
 - Identify the delivery of the applications strategy through both internal business analysts, developers as well as third party partners in the most efficient manner for the business
 - Work with the business on end to end business processes that are fully supported by the seamless applications
 - Drive continuous improvement, stability, performance and usability in applications across the group
 - Provide application roadmap and future capabilities
 - Identify vulnerabilities and manage releases, upgrades and patches if required
- *Team management*
 - Management of a team to deliver across the business from IT service desk, business analysts and infrastructure specialists
 - Enhance the skill sets among the team to deliver the future state operating platform
 - Develop and motivate the IT team across the business
 - Coach and mentor individual team members on an ongoing basis, review performance, goals and objectives
 - Balance the mix between external and internal delivery
- *Business focus*
 - Work with the other leaders and staff across the business to ensure that IT is part of the overall business strategy
- *Reporting*
 - Develop a real time reporting framework for Key Business Metrics to allow a dashboard approach to deliver information to the senior management team and all stakeholders
 - Monitor and main data quality and integrity across the group applications, ensuring suitable data models and migration plans are achievable.
- Disaster recovery and business continuity plan

Required Competencies (Skills, Knowledge, Experience and Attitude)

- Bachelor's degree in computer science, information technology or related field.
- Significant experience in the technology field and leadership or management of an entire IT setting.
- Experience in digital and cloud transformations
- Solid working knowledge of current security protocols and threats.
- Excellent project management, communication and interpersonal skills.
- High energy individual used to dealing with ambiguity
- In depth experience of change management utilising IT, preferably with acquisition and integration experience
- Strong people management skills

To be successful in any role at CVD it requires someone who has a sense of urgency, doesn't take themselves too seriously, is passionate about what they do, happy to roll their sleeves up and get stuck in, happy in an informal, hectic environment, who enjoys being challenged by deadlines and has a high tolerance for ambiguity.