JOB DESCRIPTION

**Role Title: Chief Technology Officer (CTO)**

**Business Unit Technology**

**Reporting to: Chief Executive Officer**

**Location: Flexible**

**P&L Responsibility Yes**

**Direct Reports 5**

**Purpose of Role**

The Chief Technology Officer (CTO) is a member of the Executive Team reporting directly to the CEO. In partnership with the Executive Team, they will develop and lead an organisation wide technology strategy and roadmap for C&C Group. They will lead the tech team to create and build a culture of delivery, innovation, and excellence, with a simplified IT architecture and infrastructure landscape that supports the overall business strategy and improved service to the customer, while embedding the technology team as a valued partner within the business. They will play a key role in the Executive team, leading companywide initiatives, contributing to business strategy debates and actively driving the culture of the business as an equal partner around the table.

**Key Responsibilities**

**Strategic Thinking,**

Sets and communicates the tech strategy and aligns technology initiatives with business objectives to deliver measurable results to support delivery of the business strategy and improved service to the customer. Manages and optimises technology resources and budgets to achieve strategic objectives.

**Internal Client Relationship Management**

Leads the development of strong partnering relationships with senior leaders from across the business, building high levels of professional credibility and mutual trust, and ensuring that internal clients have access to high-quality advice and guidance to support in delivering business strategy and plans.

**Leadership**

Leads and mentors the technology team, fostering a culture of accountability, innovation, collaboration, and excellence. Set appropriate performance objectives for direct reports and hold them accountable for achieving these and take appropriate corrective action where necessary to ensure the achievement of annual business objectives.

**Business Planning**

Architects and ensures the group technology stack is appropriate, secure and has the capabilities to scale and develop and gains agreement for plans for existing and emerging technologies, ensuring cross-functional integration and alignment with the overall business strategy. Responsible for setting and managing the Technology budget to ensures that it aligns with organisational strategy and drives measurable improvement in customer satisfaction.

**Innovation**

Architects and leverages data analytics to drive decision making across the group.

Develops and promotes a technology literacy and innovation culture amongst all employees and stakeholders.

**Performance Management**

Drives service process, performance, and excellence to agreed KPIs across the technology team and manages performance issues swiftly to reduce impact on business performance and to the customer. Accountable for the protection of the business infrastructure by monitoring security incidents and put in place security provisions to mitigate risks.

**Organisational Capability**

Identifies the capabilities needed to meet the current and emerging business needs to support tech development and capability across the business. Evaluate current capabilities, identify gaps, and prioritise development activities to future proof the company’s technical capabilities.

**Business Support**

Takes overall responsibility for designing, developing, and delivering business systems for the Ireland and GB organisations, ensuring integration across the business to improve service both to internal and external customers.

**Person Requirements**

**Competencies & behaviours**

**Leadership**

Able to motivate and inspire others and builds team capability and can build a collaborative workspace and influence cross- functional teams to achieve positive business outcomes.

**Relationship builder**

Builds strong and influential relationships both internally and externally and demonstrates sophisticated negotiation and influencing skills to gain support and commitment from others. Builds partnerships and works collaboratively with others to meet shared objectives. Encourages people to share their honest views, responds in a non-defensive way when they do.

**Strategic Mindset**

Sees ahead to future possibilities and translates them into breakthrough strategies. For example, is a strong big-picture thinker; makes frequent, clear references to the organization's vision and strategy and the efforts required to drive them forward. Effectively integrates long-term opportunities and challenges with day-to-day activities.

**Manages Complexity**

Makes sense of complex, high quantity, and sometimes contradictory information to effectively solve problems. For example, consistently looks at complex issues from many angles; obtains a rich and deep understanding; swiftly cuts to the core issue; skilfully separates root causes from symptoms.

**Understanding Our Business**

Applies knowledge of business, the marketplace and customers to advance the organization's goals. For example, ensures that the team understands and discusses relevant industry changes. Gives strong messages about how people's efforts make a difference to the broader organization.

**Instils Trust**

Gains the confidence and trust of others through honesty, integrity, and authenticity. For example, builds a team with an exemplary reputation for reliability and for meeting even difficult commitments. Builds trust across teams including Ex-co by ensuring honest and up-front communication.

**Being Resilient**

Rebounds from setbacks and adversity when facing difficult situations. For example, has excellent composure and professionalism, even in very difficult situations, acts as a steadying force or role model for others. Skilfully overcomes obstacles, learns from failures, and uses these lessons to improve subsequent efforts.

**Prioritisation and Planning**

Plans and prioritises work to meet commitments aligned with organizational goals. For example, stays focused on plans and improvises in response to changes, including risks and contingencies. Aligns own team's work with other workgroups. Looks ahead to determine and obtain needed resources to complete plans.

**Drives Results**

Consistently achieves results, even under tough circumstances. For example, regularly pushes self to achieve outstanding outcomes; consistently establishes bold goals for own performance; is passionate about excellent results and significant contributions. Shows great tenacity to complete goals/initiatives in a timely way.

**Communicates Effectively**

Develops and delivers multi-mode communications that convey a clear understanding of the unique needs of different audiences. For example, tailors’ communication content and style to the needs of others. Pays attention to others' input and perspectives, asks questions, and summarises to confirm understanding.

**Customer Focus**

Builds strong customer relationships and delivers customer-centric solutions. For example, solicits customer feedback and data; conveys a clear understanding of the level of service the team is providing; takes action when standards are not met by team; aligns business process with customer needs.

**Financial Acumen**

Interprets and applies key financial indicators to make better business decisions. For example, provides rich and rigorous forecasts of the financial implications of ideas and opportunities. Makes well-balanced decisions regarding expenditures that consider multiple considerations.

**Manages Conflict**

Handles conflict situations effectively, with a minimum of noise. For example, skilfully draws upon a wide range of perspectives to find optimal solutions to challenging situations. Actively identifies areas of agreement, builds solid consensus around them, and leverages these to resolve disagreements.

**Builds Networks**

Effectively builds formal and informal relationship networks inside and outside the organization. For example, makes connections to help people build their own networks; offers insights about internal and external contacts. Leverages networks to remain aware of industry developments and widen own sphere of influence.

**Emotional Intelligence**

Relates openly and comfortably with diverse groups of people. For example, recognizes even subtle social cues and nimbly responds to others' needs and preferences. Helps to defuse difficult interpersonal situations by showing high levels of tact, sensitivity, and consideration. Builds rapport with ease.

**Experience and Skills**

Proven history and extensive experience in a successful technological leadership and strategy development environments

Experience within an FMCG or similar sized enterprise at a senior leadership level.

Demonstrable experience of driving technology innovation and transformation at an enterprise level.

Comprehensive understanding of technology trends, architectures, security, and best practices.

Previous experience of having been a CTO where technology is at the core of success and where this is a strong demand for efficiency improvement, new technology and quality of service to customers.