



WILLIAM GRANT & SONS

## ROLE PROFILE

<b>Job Title</b>	<b>GTS Infrastructure and Operations Leader</b>
<b>Business Unit / Group Function</b>	Central Services
<b>BU Team / Sub-Function</b>	Group Technology Services
<b>Location</b>	Arete and SBP
<b>Team Leader</b>	GTS Director
<b>Team Members</b>	Yes
<b>Job Level</b>	3A
<b>Role Purpose</b>	
<p>Take responsibility for leading, managing and developing GTS operations regarding service desk, client services, operations, networks, storage, technical projects, application support and GTS regional services. As a member of the GTS Leadership Team follow GTS principles and contribute towards fulfilling the GTS vision, mission, and overall WG&amp;S corporate plans.</p>	
<b>Accountabilities</b>	
<ul style="list-style-type: none"> <li>• Support the GTS Director with formalising and delivering the GTS longer term plan (3 years - reviewed and updated annually)</li> <li>• Drive the technology roadmap to support the Company’s plan to digitalise the business by 2028 based on the following key design principles: cyber security, data privacy, productivity/efficiency gains, digital services, affordability, business fit and Cloud first</li> <li>• Lead responsibility for delivery of all operational activities across GTS (incl. Infrastructure, Network, Cyber Security, Service Desk, Client Services, and technical projects)</li> <li>• Drive standardisation and harmonisation of GTS services and operations across the Group</li> <li>• Be accountable for ensuring all operations activities comply with the appropriate Governance framework: Group/GTS standards, policies, controls, reporting requirements, methodologies</li> <li>• Manage the workplan of the ‘GTS Infrastructure &amp; Operations’ team to provide direction and clarity on priority items, Service Level Performance and Project commitments whilst ensuring efficient allocation and use of all available resources</li> <li>• Define and deliver annual plan to ensure key business controls are met and quality assurance checks are carried out</li> <li>• Deliver and evolve: <ul style="list-style-type: none"> <li>○ Globally secured network</li> <li>○ Mobile device strategy consistently applied throughout the Group</li> <li>○ Effective disaster recovery capability for WG&amp;S globally</li> <li>○ Build-up of license management capabilities</li> <li>○ retirement plans for obsolete technologies, in line with industry roadmaps, best practice and the effective use of resources and costs</li> </ul> </li> <li>• Identify and review novel technology opportunities for the business in a proactive and collaborative manner, contributing to the fulfilment of business objectives and enabling a modern digital workplace</li> <li>• Build and lead a highly capable team with a practical and thorough approach to all the team activities, continuously develop the capabilities of the team and all team members, and build well thought-out and realistic succession</li> </ul>	



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- **Develop strong relationships with key stakeholders to ensure alignment across the Group, working pro-actively, constructively, and collaboratively with the relevant teams and supporting cross-functional collaboration**
- **Demonstrate behaviours in line with our diversity and inclusion aim, which is to create and promote a diverse and inclusive culture at WG&S where ideas, differences and views are respected and where all employees are encouraged to create their own personal legacy**

<b>Created by:</b>	Lawrence McDonald
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<b>HRBP:</b>	Kirsty Morris
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