



WILLIAM GRANT & SONS

ROLE PROFILE

Role Title	Head of Technology - Service
Business Unit / Group Function	Central Services
BU Team / Sub-Function	Group Technology Services
Location	Arete
Team Leader Role	Chief Technology & Business Growth Officer
Team Members	Yes
Role Level	2
<p>Role Purpose</p> <p>Responsible for the leadership, strategic direction and operational management of technical teams supporting core applications across the business ensuring the reliability, performance and continuous improvement of the organisations core business systems.</p> <p>Work closely with the Head of Technology - Delivery to ensure alignment with business needs.</p>	
<p>Accountabilities</p> <ul style="list-style-type: none"> • Support the delivery of the technology plan to support the Company’s ambition to digitalise the business based on the following key design principles: cyber security, data privacy, productivity/efficiency gains, digital services, affordability, business fit and Cloud first. • Deliver IT Technology Services as set out in the William Grant Way Technology Handbook, driving continuous process and improvements across all activities ensuring scalability, reliability, and security. • Oversee the global operations and infrastructure services teams to ensure efficient and effective support for all users. Monitor and manage service levels in line with agreed SLA’s to maintain high standards of delivery and positive customer experience. • Lead the development of collaborative relationships with key business stakeholders to embed a culture of true business partnership, acting as a trusted partner and subject matter expert to align technology initiatives with business goals and objectives. • Ensure the technical business partner teams are equipped to proactively engage with business units driving early engagement with stakeholders to shape and develop initiatives. • Oversee the technical development and integration of all applications, systems and websites to ensure seamless interoperability, ensuring effective resource deployment and completion of robust documentation. • Be accountable for ensuring all IT Service activities comply with the appropriate Governance framework: Group/GTS standards, policies, controls, reporting requirements, methodologies • Drive innovation, modernisation and adoption of best practices across the application support landscape • Collaborate with IT colleagues and business leadership to prioritise and successfully deliver development projects and requests. • 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 	



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