Dairy IT Director

Dairy leadership and board

Job title	Dairy IT Director
Department	Dairy leadership and board
Reports to	Chief Executive Officer or Chief Financial Officer
Direct reports	Heads of business systems, infrastructure, cyber security, data and plant systems
Location	*[To be confirmed by the employer]*
Contract type	*[Permanent / fixed-term / other]*
Salary and benefits	*[To be confirmed by the employer]*

Job purpose

Leads information technology across a dairy business, from business systems and plant technology to cyber security and data. Makes sure systems are reliable and secure, support traceability from farm to customer, and help the business work more efficiently and make better decisions.

Key responsibilities

IT strategy and governance

- Set the IT strategy and roadmap in line with the business plan
- Manage the IT budget and prioritise investment with the executive team
- Set IT policies, architecture standards and governance
- Report IT performance, risks and projects to the executive team and the Board

Business systems and ERP

- Own the enterprise resource planning system and other core business systems
- Lead system upgrades and implementations on time and on budget
- Make sure systems support finance, planning, sales, procurement and milk payments
- Manage software suppliers and service contracts

Plant systems and traceability

- Work with engineering to manage plant control and operational technology systems
- Keep traceability systems able to track milk and products from farm to customer
- Support laboratory, quality and manufacturing execution systems
- Make sure systems support fast and accurate product recalls

Cyber security and resilience

- Lead the cyber security programme across IT and operational technology
- Protect systems and data with security controls, monitoring and staff training
- Maintain tested backup, recovery and business continuity plans

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- Make sure the business meets data protection law in every market where it operates
- Lead the response to cyber incidents and report them to the Board and authorities as required

Data, digital and portals

- Build data platforms and reporting that give leaders accurate and timely information
- Set data quality and ownership standards across the business
- Develop farm and supplier portals for milk records, payments, quality results and contracts
- Adopt automation, analytics and other new technology where it delivers clear value

Team and partners

- Lead, coach and develop the IT team
- Manage outsourced providers against clear service levels
- Build digital skills across the business

Qualifications and experience

Essential

- Degree in computer science, information systems or a related field, or equivalent experience
- Extensive senior IT leadership experience in manufacturing, food or a similar industry
- Proven record of leading ERP implementations or major upgrades
- Strong knowledge of cyber security, including operational technology
- Experience of managing IT budgets, suppliers and outsourced services
- Understanding of traceability and data needs in a regulated industry

Desirable

- Experience in dairy or food processing
- Professional certification in IT service management or cyber security
- Experience of integrating plant control systems with business systems
- Experience of building digital services for farmers or suppliers

Skills and attributes

- Strategic planning
- Cyber risk management
- Leadership and team development
- Supplier and contract management
- Project and programme management
- Clear communication with non-technical audiences
- Problem solving

Measures of success

- Availability of critical business and plant systems
- Cyber security incidents and time to recover
- IT projects delivered on time, on budget and with the agreed benefits
- IT cost against budget
- Traceability test results and time to complete a trace
- User and farmer satisfaction with systems and portals

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Working conditions and safety

Office-based with regular travel to plants and other sites. Must be available out of hours to lead the response to major system failures or cyber incidents.

- Lead by example on health, safety, food safety and animal welfare
- Uphold the code of conduct and all legal and compliance requirements
- Raise concerns and report incidents promptly

This job description outlines the main duties of the role. It is not a complete list, and the employer may update it as the business changes, in consultation with the jobholder.

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