

William Street

Chief Information Officer | Group IT Director

A collaborative, outcome-driven technology leader with a **track record of delivering large-scale digital and data transformations** across financial services and utilities. Brought in to **strengthen operational resilience, modernise complex estates, and enable sustainable growth** through building **high-performing, scalable technology functions** that support business ambition.

Passionate about creating environments where people and technology work seamlessly together to **deliver tangible business outcomes**. Recognised for **improving customer experience, empowering teams to deliver at pace, and translating complex change into clear, measurable results** that make a lasting impact.

Oakridge Group, London

2016 – Present

Chief Information Officer

FTSE 250 utilities business serving three million customers, with £2bn turnover, 150 FTE technology team and an £80m annual budget; reporting to the CEO and sitting on the Executive Committee.

Brought into Oakridge following a regulatory review and sustained underinvestment, and tasked with restoring resilience, modernising core platforms, and improving customer experience.

- **Established an enterprise-wide digital and data strategy**, aligning technology investment to business priorities and improving transparency and governance.
- **Delivered a multi-year cloud and platform modernisation programme**, reducing legacy risk, improving system availability, and enabling new digital services.
- **Achieved £20m annual Opex savings** through vendor consolidation, automation, and optimisation of sourcing and delivery models, reinvesting funds into innovation.
- **Built a high-performing technology leadership team**, embedding outcome-based delivery, agile ways of working, and a culture of accountability and continuous improvement.

Grafton Bank plc, London

2010 – 2016

IT Director

UK challenger bank with £500m turnover and 800 employees.

Joined during a period of rapid growth to stabilise operations, strengthen risk management, and build capability to support digital innovation.

- **Delivered a core banking platform transformation**, enabling digital onboarding, mobile banking capability, and improved risk reporting.
- **Established a dedicated data and analytics function**, improving regulatory compliance and supporting more robust credit and fraud oversight.
- **Introduced structured service management and resilience improvements**, reducing incidents by 40% and improving overall service availability.

FinPro Services, London

2005 – 2010

IT Manager

Professional services firm growing from £100m to £300m turnover during tenure.

- **Led ERP implementation across UK and Europe**, standardising processes, improving financial controls, and enabling scalable growth.
- **Built and led a 20-person infrastructure team**, embedding service discipline, reliable support processes, and strong stakeholder engagement.

Example CV

Early Career

IT Programme Manager , Harrington Retail Group Delivered store systems and ERP upgrades across a national retail estate.	2002 – 2005
Systems Analyst , Dawson Manufacturing Supported ERP implementation and data migration following M&A.	1998 – 2002
Service Desk Analyst , Glenmore Engineering Provided first-line and network support across multiple UK sites.	1996 – 1998

Education & Accreditation

BSc (Hons) Information Systems, University of Manchester
Certified Information Systems Security Professional (CISSP)
Member, Chartered Institute for IT (BCS)