

# Matt Stephenson

IT Director at Cox Automotive Retail Solutions

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## Summary

A business-led senior IT leader having successfully managed teams of up to 150 people across multiple locations. Budget accountability for Opex of £7m and Capex of £3.6m. Brought about cultural change in a number of organisations creating high performing, highly accountable teams. Shaped and implemented technology and people strategies to bring about significant business benefit

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## Experience

### **IT Director at Cox Automotive Retail Solutions**

June 2014 - Present (2 years 10 months)

Cox Automotive is one of the world's leading automotive service and solutions providers, with global revenues of around \$7bn and operations around the world. Retail Solutions is the UK's digital marketing arm of Cox Automotive. I am accountable for approximately 135 people in Technology and Operations across multiple locations.

### **Director of IS Strategy and Development at Manchester Airports Group**

January 2012 - April 2014 (2 years 4 months)

Shaping the IS strategy in support of MAG's growth through 2012 and beyond.

### **Head of Development and eCommerce (Interim) at Independent Group UK**

September 2011 - January 2012 (5 months)

Helping the business shape the IT function to support growth in 2012. Focused on governance, programme delivery, benefits realisation and operational risk management.

### **Trading Director at The Hut Group**

September 2010 - July 2011 (11 months)

The Hut Group (THG) is one of the UK's largest multi-site, multi-category online retail Groups, and one of Europe's fastest growing online retailers with over 6 million registered customers and Group Sales growth of 70% (57% organic) from £51m to £87m in 2010.

Trading - Accountable for the commercial performance of our portfolio of retail websites.

Product Development - enhancing the consumer proposition, to delight our customers and grow our business.

### **Head of IT (Group and Shopping) at Moneysupermarket.com**

May 2009 - September 2010 (1 year 5 months)

A member of the Senior Management Team, reported directly to the CTO. Management accountability for approximately 30 people in the provision of technology change services for business customers. Also accountable for support and maintenance services through indirect management of approximately a further 50 people (service level driven). An influencer of business strategy and a key contributor to the IT strategies that support those business goals.

**Head of Business Engagement at Moneysupermarket.com**

June 2008 - May 2009 (1 year)

A member of the Senior Management Team, reported directly to the CTO. Accountable for the relationships between IT and all Moneysupermarket.com businesses, directly and through a team of Business Engagement Managers. Ensured that IT resource and effort was aligned to the needs of the business and that IT was recognised as a partner of the business, not just a supplier to them.

**Solution Architect at Moneysupermarket.com**

November 2007 - June 2008 (8 months)

Solution Architect for Travelsupermarket.com, part of the Moneysupermarket Financial Group. Responsible for the technology strategy and road map for the Travel vertical within the Group.

**IS Business Consultant at Royal & SunAlliance**

June 2006 - November 2007 (1 year 6 months)

Managed onshore and offshore strategic software and infrastructure outsource partners in their delivery of major programmes of work in the UK and Europe. Managed outsource partner in their successful delivery of a £14m Application Maintenance service.

**Technology Consultant / Business Partner at Royal & SunAlliance**

June 2001 - May 2006 (5 years)

Member of the Group Central Architecture function that defined the strategic technical and application architectures for the UK Organisation.

**Technical Architect at Vertex**

2000 - 2001 (1 year)

**Software Developer / Technical Architect at Royal Insurance / Royal & SunAlliance**

September 1993 - October 2000 (7 years 2 months)

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**Skills & Expertise**

**Change Management**

**E-commerce**

**Business Transformation**

**IT Strategy**

**Leadership**  
**Business Intelligence**  
**Software Development**  
**Enterprise Architecture**  
**Performance Management**  
**Team Leadership**  
**Solution Architecture**  
**Project Delivery**  
**Agile Methodologies**  
**Agile Project Management**  
**Information Technology**  
**Technical Architecture**  
**Strategy**  
**Process Improvement**  
**Management**  
**Software Project Management**  
**Stakeholder Management**  
**Business Process**  
**IT Service Management**  
**Strategic Planning**  
**Outsourcing**  
**Governance**  
**Architecture**  
**IT Management**  
**Business Process Improvement**  
**Project Portfolio Management**

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## Education

**Liverpool John Moores University**  
BSc (Hons), Earth Science, 1990 - 1993

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## 9 people have recommended Matt

"Matt is a great leader and manager, extremely supportive and knowledgeable in all situations. He has an in depth technical understanding of eCommerce systems and business requirements combined with great commercial astuteness. Whilst I was working in his team he was immensely supportive in helping me deliver new projects and drive the sites growth through new marketing and conversion strategies. I found his insight and guidance extremely helpful in driving forward both business, team and personal goals."

— **Caroline Austen**, reported to Matt at The Hut Group

"I've reported into Matt for about a year now and would not hesitate to recommend him as a leader of teams and as a great person to have in any business. He has an amazing ability to calmly asses even the most difficult situation, deliver the options then guide a team to come to the best solution. As a manager he is supportive and decisive with a flair for getting everyone onside and working towards a goal. Matt is quite simply a brilliant manager and leader."

— **Litsa Smith nee Yiasoumis**, reported to Matt at The Hut Group

"Matt's understanding of eCRM, Customer Journeys and eCommerce in is extremely comprehensive. It's rare to find people with commercial flair and robust IT know how as their foundation. Matt can evaluate projects and development requirements to ensure return on investment before any project starts. Matt's also a great leader, the people in his team are always very loyal and deliver what's required, often going the extra mile needed in today's competitive retail environments. In summary, an asset to any business."

— **Richard Chapple**, worked directly with Matt at The Hut Group

"I worked with Matt during his time at Moneysupermarket. Matt has the ability to engage with stakeholders from across the business, and to clearly and pragmatically develop outcomes that support the stated business aims. He has a wealth of knowledge in both the IT and Business space, across a number of industries, and this is demonstrated in the way he is able to bring these sometimes disparate groups together to deliver real business value to the organisation I also found Matt to be helpful and supportive of those reporting to him, as well as others that he engaged with during his working day. I will happily work with Matt again, should the situation arise, and would highly recommend him."

— **Neels Burger**, worked with Matt at Moneysupermarket.com

"I worked with Matt while he was Head of IT at MoneySupermarket. He built strong relationships across the business – he was an asset to the organisation and a pleasure to work with. He input significantly to IT and company strategy, but balanced this with an ability to identify and action tactical opportunities. In people matters he was always supportive, considerate and thorough, but equally he never shied away from following through with difficult decisions. In project delivery he remained clear, focussed and calm under pressure and always led people to ensure goals were identified, understood and met. I particularly respected his ability to communicate clearly using varying forms to diverse groups on complex and challenging subjects. Overall, I found him to be an excellent leader and collaborator and very much hope to work with him again in the future."

— **Steven Briggs**, worked directly with Matt at Moneysupermarket.com

"Matt's greatest strength is his pragmatism and common-sense approach to leading IT change, always striving for no-nonsense delivery to a high-standard. This approach has led Matt to successfully deliver a complex change portfolio, whilst always providing development and leadership to his staff. I have absolutely no hesitation in recommending Matt, and wouldn't think twice about working with him again."

— **Paul Joseph**, worked directly with Matt at Moneysupermarket.com

"I worked both with and for Matt at moneysupermarket.com. He has a common sense and pragmatic approach which allows him to easily and effectively translate business need into well thought through technical solutions. He also has the ability to communicate effectively and clearly about IT solutions to non technical people, which is a great skill to have. One of his great strengths, is that he is not phased by challenging the status quo, yet he does so in a way that takes people with him. I thoroughly enjoyed all the time I spent working with Matt, he's very focussed and extremely hard working, but at the same time he has a great sense of humour and he is a truly empathetic manager. I wouldn't hesitate for one minute to recommend Matt and I would welcome the opportunity to work with him again in the future."

— **Damian Fisher**, reported to Matt at Moneysupermarket.com

"Matt is one of the most capable and effective senior managers I have worked with. As a member of my senior management team at Moneysupermarket Matt frequently led the strategic thinking as well as being a reliable and focused deliverer. His particular strengths are that he has an excellent level of technical acumen and experience allied with an exceptionally well developed commercial sense. He has a great knack for designing well thought out technical solutions for business problems. His communication skills are second to none and he has a real ability to establish and develop productive working relationships with everyone he works with. Matt was an articulate and very popular member of my team. He engenders loyalty and commitment from his staff and easily earns the respect of his peers and seniors. That said, he is not afraid to speak out against the norm and is a great advocate of change for the better. He is also very mature in his

personal approach to change and how to manage others through it. I could go on with my praise for Matt's professionalism, ability to work with grace under pressure, reliable delivery and positive outlook. Suffice it to say that I cannot recommend Matt highly enough and very much hope to work with him again at some point in the future."

— **Jonathan Smith**, managed Matt at Moneysupermarket.com

"I've worked with Matt for about a year. His technical expertise and awareness is broad and thorough, though you would expect that from someone in his role. What has set Matt apart is his awareness and understanding of the wider business context that we are working in. He has an innate ability to understand the 'real' business needs with the end result being solutions that supports the business. I would have no hesitation in recommending Matt, he is someone who's opinion I regularly seek."

— **Alan Goodwin MBCS CITP**, worked directly with Matt at Moneysupermarket.com

[Contact Matt on LinkedIn](#)